

ALASKA LEGISLATURE COMMITTEE FILES 1995-1996 8672

8810 HOUSE TRANSPORTATION

f. office environment.

5. Office hours; and

6. Effective date of opening.

Send signed SSR to Information Services requesting establishment of office and installation of equipment.

File copies of all documentation for replacement Subagent in Field Operations' Agent/Subagent file.

Notify Contracts Officer-Titles. Obtain information for Exhibit "A" from Information Services and provide copy to Contracts Officer-Titles.

Information Services

Arrange for the acquisition and installation of automated equipment.

Contracts Officer-Titles

Prepare CAAP Contract and have it signed by all parties prior to equipment installation. Distribute copies to Agent, Subagent, Department Contracts Officer and Fiscal Office. Retain copy in Field Operations' Agent/Subagent file.

Agent

Provide training of subagent staff on equipment and procedures.

D. OWNERSHIP CHANGES

Responsibility

Action

NOTE: Ownership change is defined as any partial or complete change of ownership in a Subagency. All owners must be listed in DOL Subagency records, and have signed applications, contracts, etc. as required. Change to a corporate structure will be treated as an ownership change.

If the Subagency has a complete change in ownership, all steps for appointing a

replacement subagent are to be followed. See Section C.

Subagent

Submit an updated Application for Subagency and contract between Agent and Subagent to the Assistant Administrator, Field Operations when the Subagency has a partial ownership change, such as the addition or deletion of a partner.

Assistant Administrator,
Field Operations

Review and file the updated application and contract in the subagent files, and update name/address listings.

When the name of the subagency is also changing, prepare a new Certificate of Appointment, obtain Director's signature and return to the Agent.

Submit a signed SSR to change the office address file in CAAP.

Notify Agent of acceptance of applications and of additional items needed as a result of the change, including:

1. Bond and insurance;
2. Contract between Agent and Subagent;
3. Bank account information and copy of signature card(s);
4. Office hours and list of employees; and
5. Effective date of change.

Notify Contracts Officer-Titles of need for contract amendment.

Contracts Officer-Titles

Prepare CAAP contract amendment and have it signed by all parties. Distribute copies to Agent, Subagent, Department Contracts Officer, and Fiscal Office.

Retain copy in Field Operations' Agent/Subagent file.

Agent

Provide training to any new subagent staff on equipment and procedures.

E. NAME CHANGES

Responsibility

Action

NOTE: Name change means a change in a subagency name that is not a change of ownership.

When there is a change in ownership or change to corporate structure, see Section D.

"The Department of Licensing" may not be used as part of a subagent's name.

Subagent

Submit an updated application and Subagent Contract modification to the Assistant Administrator, Field Operations when the Subagency changes its name without any change in ownership.

Include the following information reflecting the change of business name:

1. Bond and insurance;
2. Contract between Agent and Subagent;
3. Bank account information and copy of signature card(s);
4. Office hours and list of employees; and
5. Effective date of change.

Assistant Administrator,
Field Operations

Review and file the updated application and contract in the Subagent files. Update name/address listings.

Contracts Officer-Titles

Prepare new Certificate of Appointment, have it signed by Director, and send it to the agent.

Submit a signed SSR to change office address file in CAAP.

Notify Contracts Officer-Titles.

Prepare CAAP contract amendment and have it signed by all parties. Distribute copies to Agent, Subagent, Department Contracts Officer and Fiscal Office. Retain copy in Field Operations' Agent/ Subagent file.

F. LOCATION CHANGES

Responsibility

Action

NOTE: Location Change means a Subagent move within an area serving the same clientele.

When a Subagency moves to a new area serving a different clientele, all steps for appointing a new Subagent are to be followed. See Section A.

Subagent

Submit request to move to the Agent at least 100 days prior to the move.

Agent

Submit request to the Department for Subagent move at least 90 days prior to the move.

Submit an updated application and contract modification between Agent and Subagent to the Assistant Administrator, Field Operations when the Subagency moves to a different location in the same general area.

NOTE: all relocation costs are the responsibility of the Agent/Subagent.

Submit requests for additional workstations after CAAP implementation to Vehicle Services for approval.

NOTE: The Department will determine costs for additional workstations as well as when the Agent or Subagent is expected to pay any or all of the costs. These costs will be included in the approval notice.

NOTE: Cost of equipment moves within an office will be billed to that office.

Assistant Administrator,
Field Operations

Submit signed SSR for proposed schedule and estimate of costs.

Information Services

Prepare impact within two weeks and return to Assistant Administrator, Field Operations.

Assistant Administrator,
Field Operations

Review and file the updated application and contract in the Agent/Subagent file, and update name/address listings.

Notify county of proposed schedule, subagent costs, acceptance of applications and of any additional items needed as a result of the change.

Notify Contracts Officer-Titles of change and include information regarding changes in equipment installation, if any.

Contracts Officer-Titles

Prepare CAAP Contract, amendment and billing and have it signed by all parties. Distribute copies to Agent, Subagent, and Contracts Officer. Retain copy in Field Operations' Agent/Subagent file.

Fiscal Office

Prepare billing as appropriate. Collect and account for payment(s).

Information Services

Proceed with move of equipment.

G. TEMPORARY CLOSURES AND MISCELLANEOUS CHANGES

Responsibility

Action

NOTE: A Temporary Closure is whenever an office will be closed during normal working hours.

A Miscellaneous Change means changes such as, but not limited to: telephone number, street or mailing address, supervisor, staff changes, etc.

Agent/Subagent

Notify Assistant Administrator, Field Operations if:

1. An Agency or Subagency will be closed during normal working hours due to an emergency;
2. There are any changes in Agency or Subagency such as telephone number, street or mailing address, supervisor or other staff changes, business hours; and/or
3. There are pending equipment moves at the same location at least 90 days in advance.

NOTE: Cost for all equipment location changes are the responsibility of the Agent/Subagent.

Assistant Administrator,
Field Operations

Write SSR to obtain estimate of costs from Information Services for equipment location changes and forward information to Agent/Subagent for approval.

Agent/Subagent

Sign estimate and return to Assistant Administrator, Field Operations.

Assistant Administrator,
Field Operations

Forward documents to the Fiscal Office for billing.

Notify Administrator, Vehicle Systems Manager, Receiving and Compliance Audit of any changes in Agency or

Subagency and of any temporary closures. Update Agent/Subagent file.

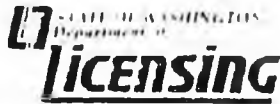
H. TERMINATION OF AGENTS AND SUBAGENTS

<u>Responsibility</u>	<u>Action</u>
Director/Agent	<p>Terminate agent appointment or revoke Subagent approval when one or more of the following conditions occur and the problem cannot be resolved to the satisfaction of the Director or Agent.</p> <ol style="list-style-type: none">1. Department audit reveals that Agent or Subagent is misusing state funds.2. Agent or Subagent is not complying with Department's procedures or standards.3. Agent's or Subagent's error rate is consistently high when compared to similar offices.4. Breach of contract.5. Subagent volume falls below acceptable transaction levels or criteria specified in this procedure.
Agent	<p>Provide written notification to the Assistant Director, Vehicle Services of intent to terminate Subagent.</p>
Assistant Director, Vehicle Services	<p>When the termination is Department initiated, notify Agent/Subagent at least 30 days prior to termination except when unusual circumstances require immediate termination.</p> <p>Notify Assistant Administrator, Field Operations.</p>
Assistant Administrator, Field Operations	<p>Initiate SSR for the removal of DOL equipment, and coordinate final closure.</p>
Closing Agent/Subagent	<p>Post sign directing customers to other licensing agencies.</p>

	Conduct closing inventory in accordance with DOL Division Directive VEH.11, Inventory Control (CAAP).
Agent	Close financial records. Audit and close bank trust accounts.

I. SURRENDER OF APPOINTMENT AS LICENSE AGENT/SUBAGENT

<u>Responsibility</u>	<u>Action</u>
Agent/Subagent	Provide notice in accordance with the Agent/Subagent Contract to Director/Agent if requesting termination.
Director/Agent	Acknowledge Agent/Subagent request for termination. Forward notice to Assistant Administrator.
Assistant Administrator, Field Operations	Initiate SSR for the removal of DOL equipment, and coordinate final closure.
Closing Agent/Subagent	Post sign directing customers to other licensing agencies. Conduct closing inventory in accordance with DOL Directive VEH.11, Inventory Control (CAAP).
Agent	Close financial records. Audit and close bank trust accounts.
Agent	Retain all records for three years after closure. Exception: Retain checking account records and bank statements for six years. See also VEH.6A and VEH.7.



DIVISION
POLICY/PROCEDURE

VEH.9A

Vehicle Field System Workstation Allocation

Vehicle Services

Adm. 28A, ADM.11A
Supersedes VEH.9 (10/25/90).
20-01-2C

12/18/91

[Handwritten signature]

Mary Simland

POLICY:

The department will regularly monitor the validity of Vehicle Field System (VFS or "C.A.A.P") workstation allocation criteria and statewide workstation allocations. Consideration for any adjustments to workstation allocations will be made primarily for providing sufficient automated equipment to maintain customer service while improving the efficiency and cost-effectiveness of statewide vehicle and vessel licensing activities.

The department will, within budget limitations, assume the cost of all necessary equipment and installations or removal of workstations in accordance with the allocation criteria. Licensing offices will be responsible for any necessary site preparation including remodeling, dedicated electrical circuits, etc.

PROCEDURES:

A. WORKSTATION CHANGES

Responsibility

Action

Subagent

Submit written request to the county agent for workstation changes.

Agent

Submit written request to the Assistant Administrator, Field Operations for workstation changes at county or subagent offices.

Include justification with statistics which meet the criteria in Appendix A and/or any extenuating

	<p>circumstances that should be considered.</p>
<p>Assistant Administrator Field Operations</p>	<p>Evaluate the request against current criteria, and any extenuating circumstances.</p> <p>Prepare recommendation and System Service Request (SSR) as appropriate.</p> <p>Forward signed SSR to Information Services within one week.</p> <p>Initiate changes when department monitoring of statewide allocations shows that workstations allocated to an office are no longer appropriate per criteria in Appendix B.</p>
<p>Information Services Technical Services</p>	<p>Prepare SSR impact including detail of all necessary equipment changes at both the office location and central site. Include revised Vehicle Field System (VSF or CAAP) contract Exhibit A information, proposed schedule and estimate of all costs for installation.</p> <p>Return within one week to Assistant Administrator, Field Operations.</p>
<p>Assistant Administrator Field Operations</p>	<p>Forward SSR impact and letter of recommendation within one week to Assistant Director, Vehicle Services.</p>
<p>Assistant Director Vehicle Services</p>	<p>Review recommendation from Assistant Administrator, Field Operations and SSR impact from Information Services. Approve or deny changes.</p> <p>Inform Assistant Administrator, Field Operations, of decision.</p>

Assistant Administrator Field Operations	Prepare notification letter for Director's signature within one week for approved requests.
	Notify, in writing, the requesting office and the agent (if applicable) of the denial if request is not approved.
Agent/Subagent	Submit written request of appeal to the Administrator, Title and Registration Services, within three weeks.
Administrator Title & Reg. Services	Appoint department representative and a county representative from an agent office other than the affected county to hear appeal.
County and department representatives	Meet with and/or review arguments to department and agent/subagent and present appeals decision within two weeks.
Administrator Title & Reg. Services	Provide final decision if county and department representatives cannot agree and inform Assistant Administrator, Field Operations.
Asst. Administrator Field Operations	Prepare appeals notification, as necessary, for Director's signature within one week.
	Update log of workstation allocations and available workstations for approved changes.
	Notify Information Services to proceed with installation or removal of workstation. Forward revised Exhibit A information to Contracts Officer-Titles.
Contracts Officer Titles	Prepare an amendment to Vehicle Field System (VFS or CAAP) equipment contract and have it signed by all parties prior to scheduled workstation installation or

removal. Distribute copies to Agent/Subagent and Department Contracts Administrator. Retain copy in Agent/Subagent file.

Information Services
Technical Services

Proceed with planning and installation of workstations for approved SSRs. Coordinate update of application workstation file, office floor plans, implementation schedules, equipment deliveries, etc.

B. VERIFICATION OF WORKSTATION ALLOCATION CRITERIA

<u>Responsibility</u>	<u>Action</u>
Assistant Administrator	<p>Evaluate the need for a new study to verify workstation allocation criteria every two years. [NOTE: Analysis should include field visits and actual transaction timings. Consideration should be given to impact of recent legislative or procedural changes as well as any exceptions to previous criteria that were approved during review of individual requests.]</p> <p>Submit findings with any recommendations for revisions of criteria to Assistant Director, Vehicle Services.</p>
Assistant Director Vehicle Services	<p>Review recommendation and approve or disapprove changes.</p>
Assistant Administrator Field Operations	<p>Update Appendix A and B of this policy/procedure.</p>

APPENDIX A
1991 WORKSTATION ALLOCATION CRITERIA
VEHICLE/VESSEL FIELD SYSTEM

TRANSACTION STATISTICS

Workstation allocations are based on business volume as indicated by monthly transaction counts for title and non-title transactions.

TRANSACTION CAPACITY

Transaction capacities are based on 80 percent utilization of a workstation (see Development of Criteria). As a baseline for allocation decisions, the average workstation volume must meet or exceed the 80 percent utilization level for a minimum of four months in any twelve month period:

<u>PERCENT TITLES</u>	<u>80% CRITERIA</u>	<u>PERCENT TITLES</u>	<u>30% CRITERIA</u>
0	2868	35	1671
5	2622	36	1649
10	2410	37	1628
15	2225	38	1607
16	2190	39	1586
17	2157	40	1566
18	2124	41	1546
19	2093	42	1527
20	2062	43	1508
21	2031	44	1489
22	2002	45	1471
23	1973	50	1384
24	1944	55	1304
25	1917	60	1231
26	1890	65	1163
27	1863	70	1101
28	1837	75	1043
29	1812	80	989
30	1787	85	938
31	1763	90	891
32	1739	95	847
33	1716	100	806
34	1693		

DETERMINING WORKSTATION VOLUME

Using the Transaction Statistics Report:

- a. determine the percent of title work by month (this is the number of title transactions divided by the total of title plus non-title transactions. Note: do not count backouts. Also, do not count no-fee and overrides which are already included in title and non-title counts).
- b. determine the average transaction county per workstation by month (this is total transactions divided by number of available workstations).
- c. find the corresponding Percent Titles on the Transaction Capacity listing and compare the average transaction volume per workstation to the 80 percent criteria.
- d. if, during four months in any twelve-month period, the average workstation volume meets or exceeds the 80 percent utilization capacity, a request for an additional workstation may be submitted (see also Extenuating Circumstances).

EXTENUATING CIRCUMSTANCES

The above criteria provide a baseline for allocation decisions. Additional circumstances may be considered in determining allocations when one or more of the following conditions exists:

- a. Workstation use for customer assistance or other purposes not tied to transactions exceed normal usage.
- b. Transaction statistics indicate the increasing growth in business and office is operating at or above capacity.
- c. Projected increases in business can be substantiated based on closure of nearby offices, new housing, shopping or dealership developments, or other changing business conditions.
- d. Office environment (e.g., one workstation) staffing considerations or other factors which can be shown to negative impact capacity use of workstation(s) for at least four full months in any twelve month period.

Specific statistics on daily and hourly fluctuations in business volume may be presented, as justification for additional allocations. However, in general, it is not cost-effective to equip offices to cover infrequent high volume periods. Continuing system performance improvements, procedural changes and legislative changes (e.g., day to day expirations) should assist in leveling workloads.

DEVELOPMENT OF CRITERIA

The 1991 set of criteria was developed by a Workstation Allocation Task Force with members from agent and subagent offices and the department. The following steps and assumptions were used:

- a. Transaction timings were taken at a representative 30 percent sample of offices of various sizes, agent and subagent, eastern and western Washington. Timings were taken from when the clerk said hello to the customer until the next customer was ready to be assisted.
- b. Transactions fell into three major categories for length of time - title and non-title and customer assistance (information only or canceled transactions). The average time for titles was 6 minutes and 2 minutes for non-titles and 2.5 for customer assistance.
- c. It was found that 18 percent of an operator's "transactions" are customer assistance and therefore do not show on the Transaction Statistic Reports.
- d. Maximum utilization of a workstation was based on an eight hour day and five day work week (21 days per month average). One hour of usage per day was reserved for opening and closing functions based on timings done in King County. Therefore, a workstation can be used for transaction work seven hours times 21 days or a total of 8820 minutes per month.
- e. A utilization rate of 80 percent was assumed.
- f. Calculating the criteria:

$$80 \text{ percent Criteria} = .80 (\text{Maximum Transactions})$$

$$\text{Maximum Transactions} = (8820/X + Y + Z) - .18 (8820/x + Y + Z)$$

$$X = .82 (6 \text{ min.} \times p) \text{ for title transactions}$$

$$Y = .82 (2 \text{ min.} \times (1-p)) \text{ for non-title transactions}$$

$$Z = .18 (2.5 \text{ min.}) \text{ for customer assists}$$

$$p = \text{percent title transactions}$$

APPENDIX B
1991 WORKSTATION DE-ALLOCATION CRITERIA
VEHICLE FIELD SYSTEMS

TRANSACTION STATISTICS

Workstation de-allocations are based on business volume as indicated by monthly transaction counts for title and non-title transactions.

Business volumes may decrease based on population shifts or other changing business conditions. Some fluctuations may, however, be transitory in nature so the department has taken a conservative approach to determining when removal of a workstation is merited.

An agent or subagent (through their county agent) may at any time request removal of workstation(s) based on different criteria.

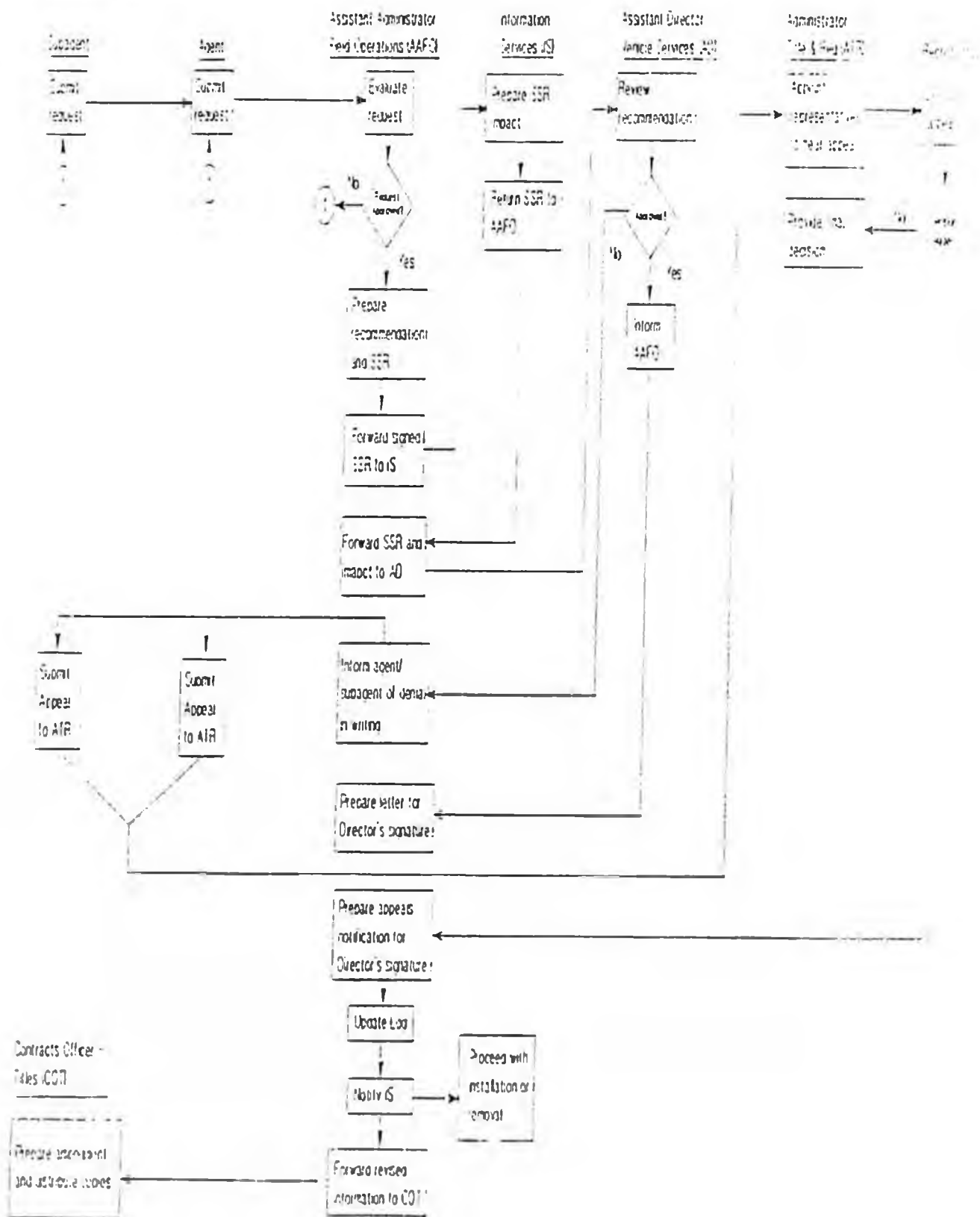
TRANSACTION CAPACITY

The same transaction capacities as listed in Appendix A apply to de-allocation. An office must have two workstations which do not meet the minimum allocation criteria prior to Department-initiated removal on one of the workstations.

For example, if an office with four workstations has monthly transaction volumes significantly below the 80 percent criteria for an extended period, an analysis would be done to determine average volumes at two workstations. If at two workstations the 80 percent criteria was not met or exceeded during at least four months in a twelve month period, the fourth workstation would be de-allocated.

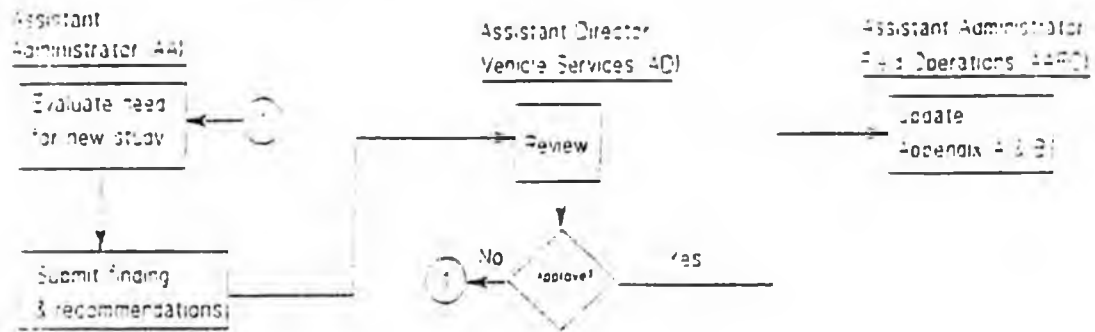
Vehicle Field System Workstation Allocation

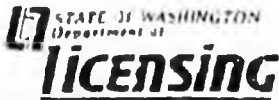
4. Workstation Changes



Vehicle Field System Workstation Allocation

3. Verification of Workstation Allocation Criteria





DIVISION
POLICY/PROCEDURE

POLICY PROCEDURE NUMBER
VEH.10C

TITLE: Handling of Checks by Agents, Subagents and DOL Office (VFS)	
FUNCTION: Vehicle Services	REFERENCES: RCW 46.01.230
EFFECTIVE DATE: 8-91	RCW 46.12.160
APPROVAL: <i>Robert Anderson</i>	RCW 82.44.090
APPROVAL: <i>Nancy Cleveland</i>	RCW 43.01.072
	RCW 43.01.075
	WAC 308.04.010
	WAC 308.04.020
	Supersedes VEH.10B

POLICY:

- The agents and subagents of the department, as well as the department's vehicle license counter, will follow standardized guidelines in handling checks drawn for the purpose of obtaining vehicle and vessel registration and title certificates, license, permits, tabs, plates, and decals.
- The department allows the use of multiple checks on a single transaction or on a batch of multiple transactions.
- If one or more checks of a multiple check payment for a batch of transactions is subsequently dishonored, all vehicle/vessel records in the batch will be affected. The registered owner's record is not flagged when a Washington dealer batch check is dishonored or when a lienholder check for reissue to remove lien is dishonored.
- The department does not allow acceptance of payment by check in excess of the total authorized amount due.
- All checks must have the following identifying information:
 1. Check maker's name, address, and telephone number;
 2. The transaction number.
- NOTE: If the total amount due is paid by more than one check, indicate the number of checks involved in the payment.
- Checks must be written on US banks except that checks written on Canadian banks may be accepted if the office has made special arrangements with their bank for the acceptance of Canadian checks.
- Checks are considered dishonored when they are returned from the bank for reasons of stop payment, account closed, insufficient funds, or improper preparation or execution.

Checks should be redeposited a second time unless the bank identifies the reason for the return as stop payment, account closed, or gives specific instructions not to redeposit.

The department may assess a \$15.00 handling fee (up to \$15.00 for agents and subagents) whenever a check has been dishonored and returned to the bank.

The office that actually collects resitution for dishonored checks is entitled to retain the handling fee.

If the maker of the dishonored check is someone other than the licensee, the maker, not the licensee, is liable for the handling fee. The licensee is responsible for any late application or reinstatement fees.

Individuals with a recent and/or repeat history of writing dishonored checks may be required to pay by certified check, money order or cash.

Dishonored Check Notices will be sent to all licensees who have paid with dishonored checks.

Notices for dishonored checks written on Washington dealer's and lienholder's accounts will be sent to the dealer, not the licensee and the licensee's vehicle/vessel record is not flagged.

Dishonored checks from non-Washington dealers will be the responsibility of the registered owner if not cleared within fifteen days. The licensee's vehicle/vessel record will be flagged if such checks are not cleared.

PROCEDURE:

A. ACCEPTING CHECKS

<u>Responsibility</u>	<u>Action</u>
Agents, Subagents	Ensure that customer checks are made payable to the Department of Licensing or to the county auditor.
DOL Office	Ensure that customer checks are made payable to Washington State Treasurer or to the Department of Licensing.
Agents, Subagents	If the transaction is related to vehicle or vessel title/license /permit/registration, accept only checks made payable to the account of, and signed by:

1. Registered or legal owner (preferred), OR
2. Washington licensed vehicle or vessel dealer, financial institution, or individual who is responsible for processing vehicle or vessel title/license/permit registration applications as part of their normal business routine, OR
3. Individuals on behalf of businesses, OR
4. Businesses on behalf of their proprietors or employees, OR
5. Immediate family members of the registered owner.

For transactions not related to vehicle or vessel title/license/permit registration, checks may be accepted at the discretion of the agent/subagent/DOL office, provided all information to identify the transaction and purpose is present, and provided that accepting the check is consistent with sound business practices.

If the office chooses to accept payment by check which is less than the total authorized amount due, the difference must be made up in cash. At no time is a transaction to be processed for less than the total authorized amount due.

If the check is less than the total amount due for the transaction, indicate:

- a. The authorized transaction amount;
- b. The difference; and
- c. Whether the difference is paid by cash or another check or checks.

NOTE: There is nothing in this procedure which prohibits an office from choosing to pay the cash difference itself, in order to process the customer's transaction.

B. DISHONORED CHECK (DHC) -- INSTANT CREDIT

Responsibility

Action

Agents, Subagents,
DOL Office

Redeposit the dishonored check unless:

1. The bank identifies the reason for return as "payment stopped" or "account closed"; or
2. The bank gives a specific instruction not to redeposit it; or
3. The check has been run through the account twice.

Enter the check into the VFS System by the close of business on the business day following the day the dishonored check was received from the bank. "Instant credit" is taken at this time. Credits will be listed on the DHC collection line of the Office Recapitulation of the Daily Remittance.

Send the system generated Dishonored Check Notice to the maker of the check by the close of the business day on which instant credit was taken.

Send a copy of the Dishonored Check Notice to the licensee also, if the maker of the dishonored check is other than the licensee.

Notices for dishonored checks written on Washington dealer accounts or lienholder will be sent to the dealer, not the licensee. The licensee's vehicle/vessel record is not flagged.

Dishonored checks from non-Washington dealers will be the responsibility of the registered owner if not cleared within fifteen days. The licensee's vehicle/vessel record will be flagged if such checks are not cleared.

Retain a copy of the Dishonored Check Notice in a pending file.

Maintain a file of dishonored checks until the checks have been redeemed by the customers or they have been sent to DOL for further collection action.

C. STOP PAYMENT

Responsibility

Agents, Subagents,
DCL Office

Action

Take instant credit as explained in Section B above when a check is returned because payment was stopped.

Hold the check until it appears on the Unresolved Dishonored Check Report and then process as explained in Section D.

Attach tabs and registration to the check and Dishonored Check Notice being sent to Olympia if a customer returns tabs and registration prior to the check being sent to Olympia.

Follow instructions below.

D. SEND UNREDEEMED CHECKS TO DOL

Responsibility

Action

Vehicle Services via
VFS System

VFS system generates an Unresolved Dishonored Check Report on the 16th day following instant credit, if restitution has not been made.

Agents, Subagents

Place Unresolved Dishonored Check Report and the dishonored checks listed, along with copies of Dishonored Check Notices, in an envelope marked "DHC". This envelope must be sent with other shipping lists to DOL for that day.

NOTE: For stop payment DHC, also attach tabs and registration if surrendered by the customer.

E. RESTITUTION

Responsibility

Action

Agents, Subagents
DOL System

Enter Restitution on the VFS System.

Verify the amount to be collected. It must be the amount of the original transaction.

Enter the transaction amount, if needed.

Accept payment for the amount of check plus dishonored check

Vehicle Services via
VFS System

handling fee. Partial restitution or "payments" are not to be accepted. At the discretion of the agent or subagent, cash, money order or cashier's check may be required.

Give customer restitution receipt.

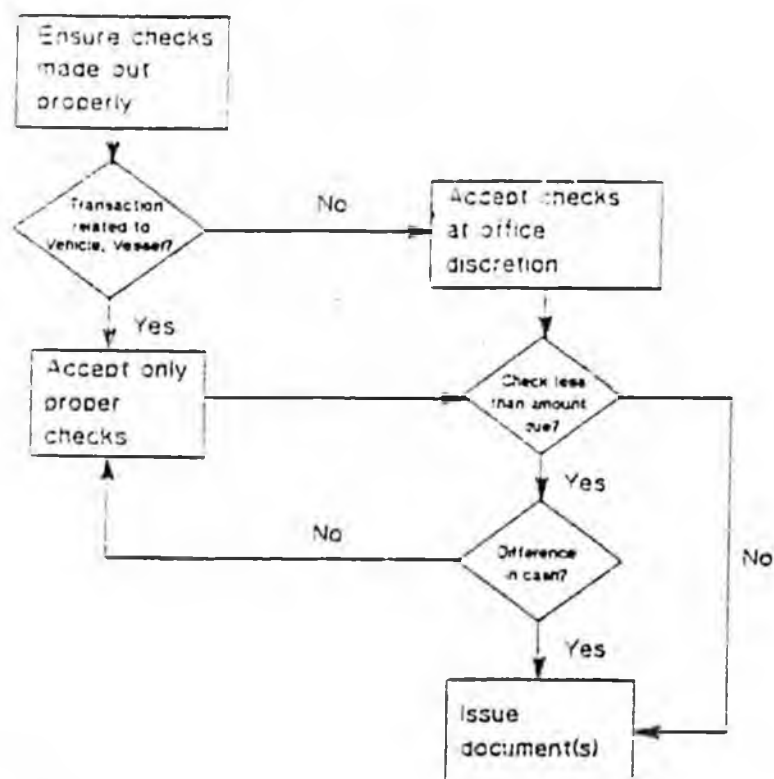
Returned dishonored check to customer if within fifteen days of taking instant credit.

System will generate a receipt for customer and incorporate restitution into the day's work. Amount of original transaction will be included in the Gross Amount Collected line. The DHC handling fee from the Office Environment Table will be shown on the DHC handling fee line on the office recapitulation.

Handling of Checks by Agents, Subagents and DOL Office (VFS)

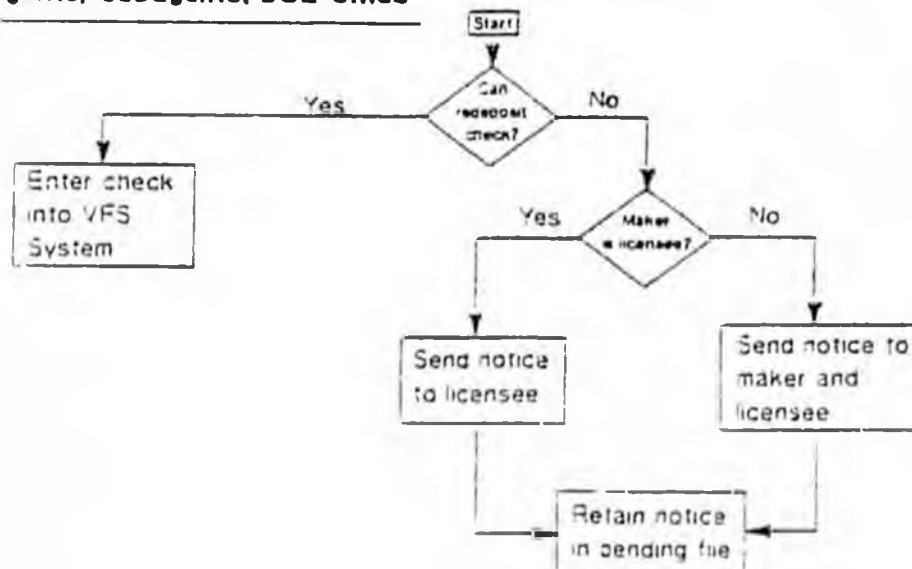
A. Accepting Checks

Agents, Subagents, DOL Office



B. Dishonored Check (DHC) - Instant Credit (Non-Dealer)

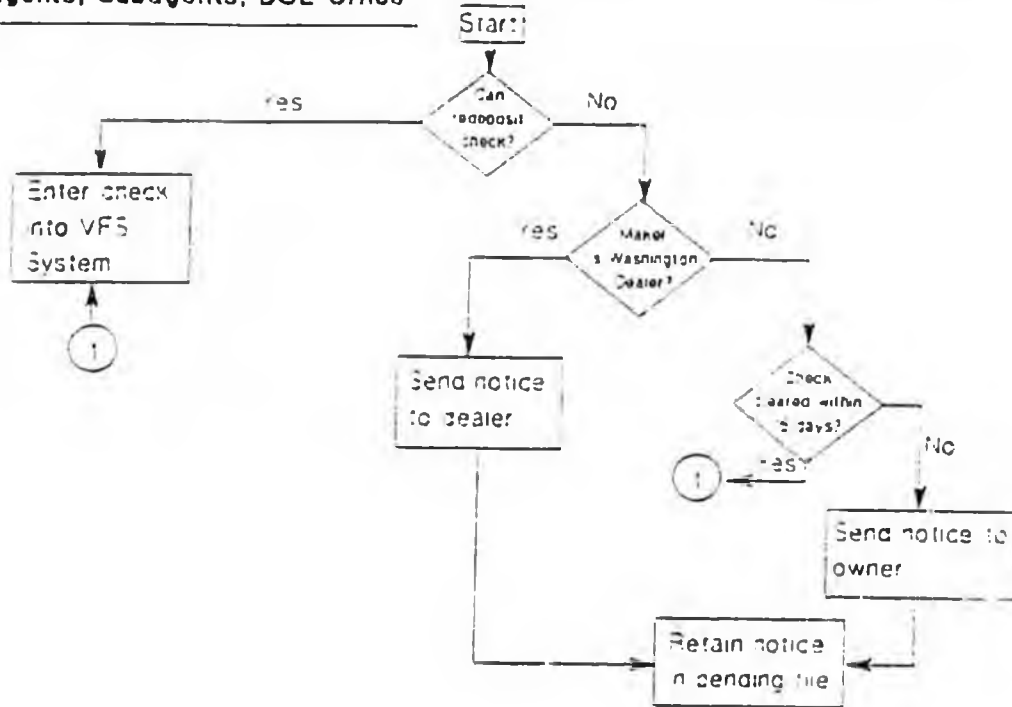
Agents, Subagents, DOL Office



Handling of Checks by Agents, Subagents and DOL Office (VFS)

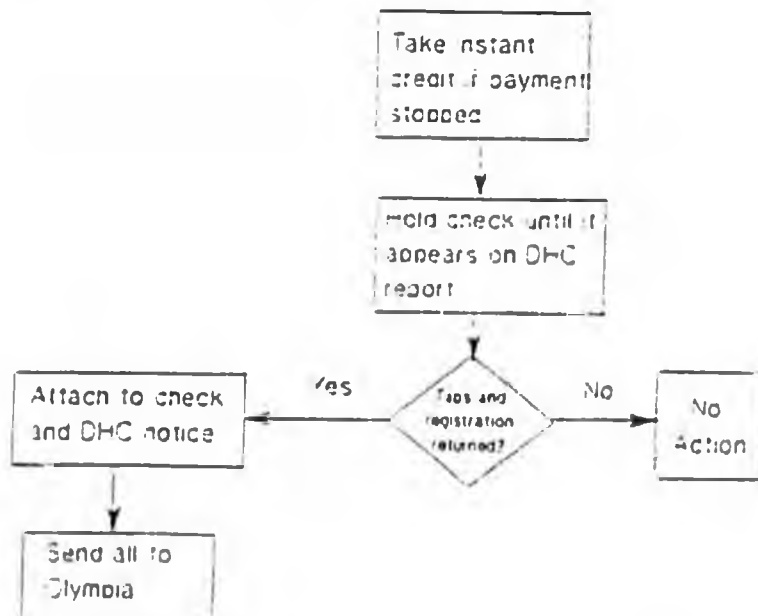
B. Dishonored Check (DHC) - Instant Credit (Dealer)

Agents, Subagents, DOL Office



C. Stop Payment

Agents, Subagents, DOL Office



Handling of Checks by Agents, Subagents and DOL Office (VFS)

D. Send Unredeemed Checks to DOL

Agents, Subagents

Send:

- Unresolved DHC report
- DHC(s)
- Copies of DHC notices to Olympia

E. Restitution

Agents, Subagents, DOL System

Submit "Restitution" on VFS
System

Verify amount to be
collected

Enter amount

Accept payment and
DHC handling fee

Return DHC to
customer



DIVISION
POLICY/PROCEDURE

POLICY TITLE AND NUMBER
VEH.11A

ISSUE Inventory Control (VFS)	
ISSUE DATE Vehicle Services	VEH.3A: Standards of Operations Supersedes: 20-01-4B, VEH.11
ISSUE TIME - DATE 10-8-91	
APPROVAL <i>Robert Anderson</i>	
APPROVAL <i>Mary Ruiland</i>	

POLICY:

Supplies will be issued by the department and its agents in an efficient manner. The DOL Office, agents, and subagents will ensure that these supplies are appropriately maintained and inventoried.

PROCEDURE:

A. ACCOUNTABLE ITEMS - REORDER LEVEL

Responsibility

Action

Inventory Control

Monitor number of accountables issued and adjusted out of each county's inventory to establish 90 day usage.

Adjust reorder levels for each county using the "Inventory Reorder Levels" process so that when a county is at or below a 90 day supply level at the end of a week, they will appear as needing inventory on the "County Inventory Reorder Report".

Agent

Monitor number of accountables issued and adjusted out of each subagent's inventory to establish 90 day usage.

Establish reorder levels so that any subagent at or below a 90 day supply level is easily identified.

B. ASSIGNMENT OF ACCOUNTABLE ITEMS TO AGENTS AND DOL OFFICE:
SHIPMENT FROM DOL

Inventory Control

Use the "Assign Headquarter Inventory" process to assign accountable items. Forward the original document and one copy with the accountables to the agent/DOL Office. Retain one copy until the agent inventory has been updated as verified through the "Inquiry" process.

Assign and ship a 90 day supply of accountable items to any new agent.

Assign and ship a 90 day supply of accountable items to those agents identified as being at or below reorder level on the weekly "County Inventory Reorder Report".

Assign and ship accountable items so that whenever possible, the agent receives them 60 days prior to the first day of issuance to the public.

Retain signed copies of shipping lists received from agents for 18 months.

C. ASSIGNMENT OF ACCOUNTABLE ITEMS TO AGENTS AND DOL OFFICE:
SHIPMENT FROM VENDOR

Inventory Control

Identify the accountable items to be shipped by the vendor using the "Manufacture Request - Non-Plate Items" or "Plate Shipment Request to County" process. Send original document to vendor. Send one copy to agent as notification of pending shipment. Retain the third

copy until the agent inventory has been updated as verified through the "Inquiry" process.

Enter these accountable items into the headquarters inventory using the "Inventory Received from Vendor" process when order is sent to vendor.

Assign these accountable items to the agent using the "Assign Headquarters Inventory" process before the vendor ships the items to the agent.

D. ASSIGNMENT OF ACCOUNTABLE ITEMS TO SUBAGENT; SHIPMENT FROM AGENT

Agent

Assign accountable items using the "Inventory Assignment Subagent" process.

Forward the original document and one copy with the accountables to the subagent. Retain the copy until subagent inventory has been updated as verified through the "Inquiry" process.

Assign and ship an estimated 90 day supply of accountable items to any new subagent.

Assign and ship a 90 day supply of accountable items to those subagents identified as being at or below reorder level.

Assign and ship accountable items so that whenever possible the subagent receives them 30 days prior to the first day of issuance to the public.

Retain signed copies of shipping lists received from subagents for three years.

E. RECEIPT OF ACCOUNTABLE ITEMS

Inventory Control

Receive and verify shipment of accountable items. Individual items within an unopened box need not be verified until the box is opened.

Enter accountable items received at headquarters from the vendor utilizing the "Inventory Received From Vendor" process.

Enter accountable items received at headquarters from agents utilizing the "Inventory Received From County" process.

Delete these items from inventory using the "Adjustment" process if items are discovered to be lost, stolen, mutilated, missing, or not received.

Agent, DOL Office

Receive and verify shipment of accountable items. Individual items within an unopened box need not be verified until the box is opened.

Note any discrepancies on both copies of the shipping list.

Sign, date both copies and return the original shipping list to:

Department of Licensing
Liaison - Inventory Control
Box 9037
Olympia, WA 98507-9037

Enter accountable items received from DOL or from a vendor into the county unassigned inventory using the "Inventory Received from Headquarters" process.

Agent

Enter accountable items received from a subagent into the county unassigned inventory using the

Agent, DOL Office

"Inventory Received From Subagent" process.

Delete these items from inventory using the "Adjustment" process if items are discovered to be lost, stolen, mutilated, missing or not received.

Subagent

Receive and verify shipment of accountable items. Individual items within an unopened box need not be verified until the box is opened.

Note any discrepancies on both copies of the shipping list.

Sign, date both copies and return the original shipping list to the agent.

Enter accountable items into the unassigned office inventory using the "Inventory Received from County" process.

Delete these items from inventory using the "Adjustment" process if items are discovered to be lost, stolen, mutilated, missing, or not received.

F. DEASSIGNMENT OF INVENTORY

Subagent

Remove accountable items from workstation or central inventories, the office unassigned inventory and then to the agent, using the "Deassignment" process.

Send two copies of the office inventory deassignment listing with the deassigned accountables to the agent.

Retain the third copy until the agent returns a signed copy. Retain the signed copy for three years.

Agent

Verify deassigned items received from subagent. Sign, date and return copy of deassignment listing to subagent. Enter these items into the county unassigned inventory using the "Inventory Received From Subagent" process.

Agent, DOL Office

Remove the accountable items from either workstation or central inventory to unassigned county inventory and then to "Inventory Control" using the "Deassignment" process.

Send two copies of the county inventory deassignment listing with the deassigned accountables to:

Department of Licensing
Liaison - Inventory Control
Box 9037
Olympia, WA 98507-9037

Retain the third copy until Inventory Control returns a signed copy. Retain the signed copy for three years.

Inventory Control

Verify deassigned items received. Sign, date and return copy of deassignment listing to agent. Enter these items into the headquarters inventory using the "Inventory Received From County" process.

Remove accountable items from the headquarters inventory using the "Deassignment" process.

Retain a copy of the headquarters deassignment listing for three years.

G. ORDERING NON-ACCOUNTABLES

Inventory Control

Monitor statewide usage of non-accountable items to determine six

	month statewide supply and reorder levels.
	Notify Supply whenever items need to be ordered and/or the reorder level adjusted.
Supply	Notify Inventory Control whenever items are at or below the reorder level.
	Adjust the reorder levels as requested by Inventory Control.
Subagent, Agent, DOL Office	Monitor usage of non-accountable items to determine 90-day supply and reorder level.
	Maintain a 90-day supply of all non-accountable items.
Subagent	Request non-accountable items from agent whenever items are at or below the reorder level.
Agent	Send non-accountable items to subagent. Maintain log of all supplies shipped.
Agent	Request non-accountable items from Inventory Control whenever items are at or below the reorder level:
	<ol style="list-style-type: none"> 1. Complete Forms Requisition (TD-420-033) in triplicate. 2. Send original and one copy to: <p style="margin-left: 40px;">Department of Licensing Liaison - Inventory Control Box 9037 Olympia, WA 98507-9037</p> 3. Retain one copy until order is received. 4. Retain copy of requisition returned by Inventory Control

until back orders are filled
and/or discrepancies resolved.

Make a physical review of non-
accountable items for obsolescence
at least quarterly and dispose of any
that are obsolete.

Inventory Control

Note any change/correction/back
order on both copies of the
requisition.

Return original Forms Requisition
document with non-accountable
items.

Fill back orders as supplies become
available. Make notation on copy
of original requisition. Photocopy
and send photocopy with back
order to agent.

Log all items shipped, and retain a
copy of each Form Requisition
received for three years.

Send a list of correct non-
accountable items (with revision
dates) that should be stocked in
field offices at least semi-annually.

H. SECURITY OF INVENTORY

Agent, Subagent, DOL Office

Ensure that accountables as well as
non-accountable items and supplies
are used only for activities
authorized by DOL.

I. DAILY INVENTORY RECORDS

Agent, Subagent, DOL Office

Enter beginning and ending
accountable inventory items as
requested by the "Start of Day" and
"End of Day" processes.

Maintain hard copy records
permitting location of, or

accounting from any inventory item within ten minutes of request.

Use the 'Adjustment' process to remove the item from either the unassigned, workstation or central inventory whenever an accountable item is discovered to be lost, stolen, mutilated or missing.

Print the "Inventory Override: Adjustment" Report. Attach voided or mutilated items to the original copy of the report and place in separate envelope marked: "Attention: Vehicle Agent Audit Services". Send to DOL with daily work. Retain a copy of all adjustment reports for three years.

Vehicle Agent Audit Services

Prepare and send letter to subagent and/or agent requesting payment whenever trip permits or dealer temporary permits are reported as lost, stolen or missing.

Notify Fiscal Management.

Draft letter of sanction for administrator when excessive, recurring or unexplained losses of other accountable items occurs.

Administrator

Review and send recommended letter of sanction to subagent and/or agent, which may include requiring agent/subagent to pay replacement costs of the item(s) identified as lost, stolen or missing.

Agent, Subagent

Submit payment for items as instructed by the department.

J. MONTHLY INVENTORY RECORDS

Agent, Subagent, DOL Office

Request and print unassigned, central and workstation inventory after close of business on the fifteenth calendar day of each

month using the "Inquiring process". If the fifteenth calendar day is not a business day, then request and print the data after the close of business on the last business day preceding the fifteenth calendar day of the month.

Conduct physical inventory of all accountable items after close of business on the fifteenth calendar day of each month and before the next succeeding business day. If the fifteenth calendar day is not a business day, then conduct the physical inventory after the close of business on the last business day preceding the fifteenth calendar day of the month.

Compare computer inquiry reports to physical inventory.

Resolve discrepancies by using the unassigned workstation and/or central inventory "Adjustment" processes not later than the fifteenth calendar day of the month.

Print the office "Month End Inventory Report" the first business day following the fifteenth calendar day of the month and sign it.

Subagent

Send two signed copies to the agent by the close of the first business day following the fifteenth calendar day of the month.

Agent, DOL Office

Ensure that all required inventory information is entered into the VFS system in a timely manner.

Agent

Check/reconcile inventory data contained in each subagent report.

Request recount, explanation or justification when subagent inventory records do not balance.

("Start of Month" plus "Received for Month" minus "Issued for the Month" minus "No. of Adj." should equal "End of Month" "Inquiry - Subagent" process before start of business on the 16th day should display the same inventory items as the subagent's "Month End Inventory Report".)

Agent, DOL Office

Monitor inventory "Override/ Adjustment" reports.

Reconcile, and forward one signed copy of the county's "Month End Inventory Report" accompanied by one signed copy of each office's "Month End Inventory Report" by the twentieth calendar day of each month, to:

Department of Licensing
Liaison - Inventory Control
Box 9037
Olympia, WA 98507-9037

Inventory Control

Log receipt of county inventories.

Prepare a report identifying all counties which have not submitted their "Month End Inventory Report(s)" by the twenty-fifth calendar day of each month. Send to Vehicle Agent Audit Services.

Agent, Subagent, DOL Office

Retain copies of the "Month End Inventory Reports" for three years.

K. CLOSING INVENTORY - SUBAGENT

Subagent

Take physical inventory when ceasing to function as a subagency.

Deassign all workstation and central inventory items.

Request and print the office inventory using the "Inquiry" process.

Compare physical to computer inventory records. Resolve discrepancies using the "Adjustment" process.

Request and print the unassigned office inventory using the "Inquiry" process when discrepancies have been resolved. Sign this final report. Send two copies to the agent.

Agent

Send one signed copy of the subagent's final report to Liaison.

Agent, Subagent

Conduct a final physical inventory. Use the "Adjustment" process if there is a discrepancy with the final report.

Deassign all inventory from the office to the agent.

L. CLOSING INVENTORY - AGENT, DOL OFFICE

Agent, DOL Office

Take physical inventory when ceasing to function as an agent or DOL Office.

Deassign all workstation and central inventory items.

Request and print the county unassigned inventory, using the "Inquiry" process.

Compare physical to computer inventory records. Resolve discrepancies using the "Adjustment" process.

Request and print the unassigned inventory using the "Inquiry" process when discrepancies have been resolved. Sign this final report. Send one copy to DOL.

Vehicle Agent Audit Services

Conduct a final physical inventory.

Use the "Adjustment" process if there is a discrepancy with the final report.

Deassign all inventory to Inventory Control (Plate Desk).

M. DISPOSITION OF EXPIRED ACCOUNTABLE ITEMS

Agent, Subagent, DOL Office

Conduct a physical inventory of expired vessel decals and vehicle tabs within 30 days after they expire. Deassign all expired accountable items.

Subagents

Return expired tabs/decals with the deassignment listing to agent.

Agent

Receive deassigned subagent accountables into county unassigned inventory.

Agent, DOL Office

Deassign all expired tabs/decals. Within 60 days after expiration, ready for pickup by and/or shipment to DOL, as instructed by Vehicle Services.

Inventory Control

Receive all expired tabs/decals into headquarters inventory.

Deassign all expired tabs/decals and notify Vehicle Agent Audit Services.

Vehicle Agent Audit Services

Verify receipt of expired items and deassignment listings.

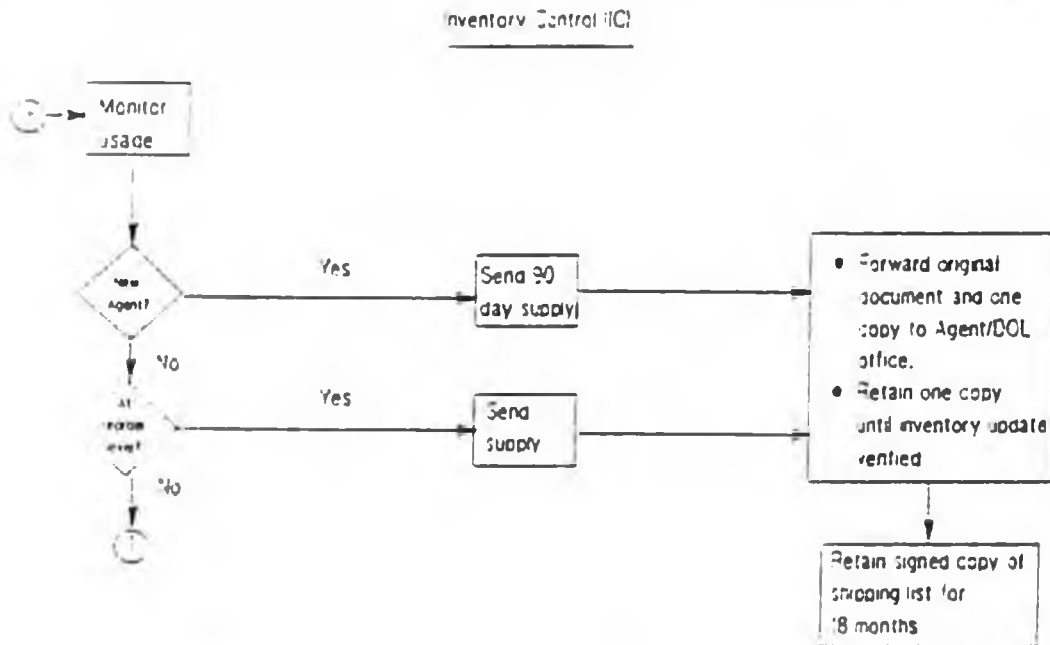
Arrange for destruction of expired accountable items.

Inventory Control (VFS)

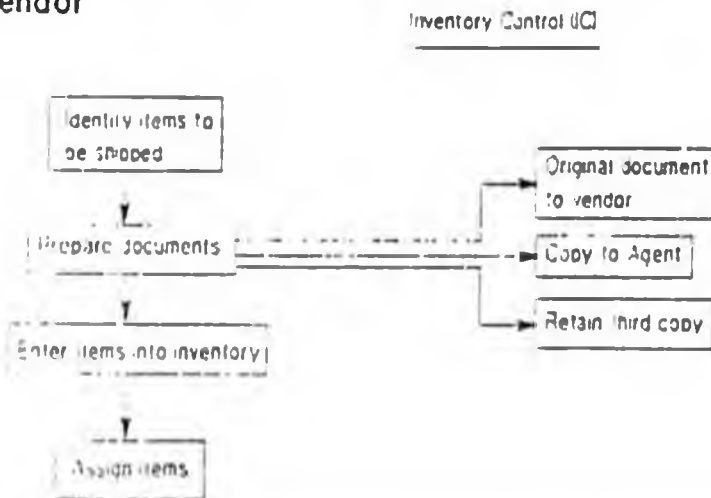
A. Accountable Items (AI) - Reorder Level



B. Assignment of Accountable Items to Agents and DOL Office: Shipment from DOL

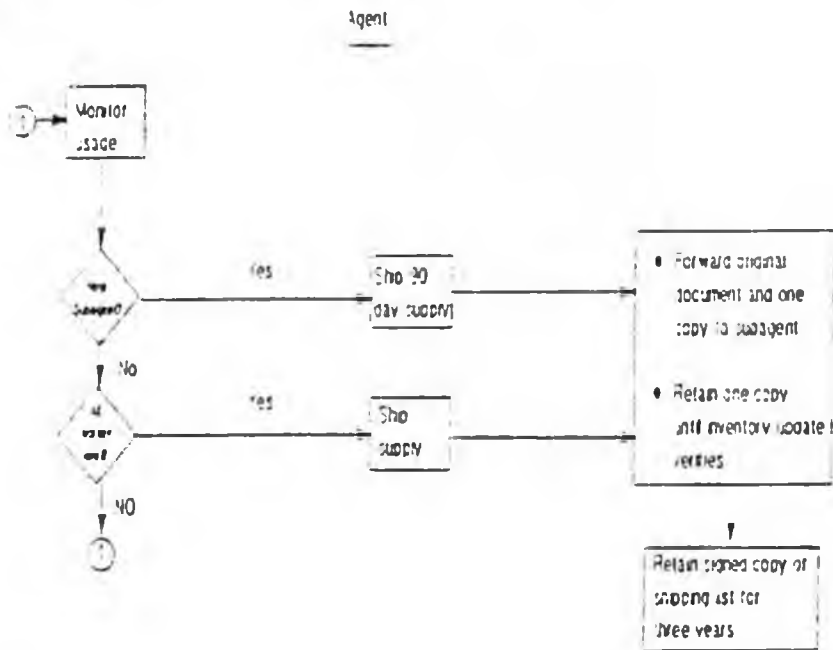


C. Assignment of Accountable Items to Agents and DOL Office: Shipment from Vendor

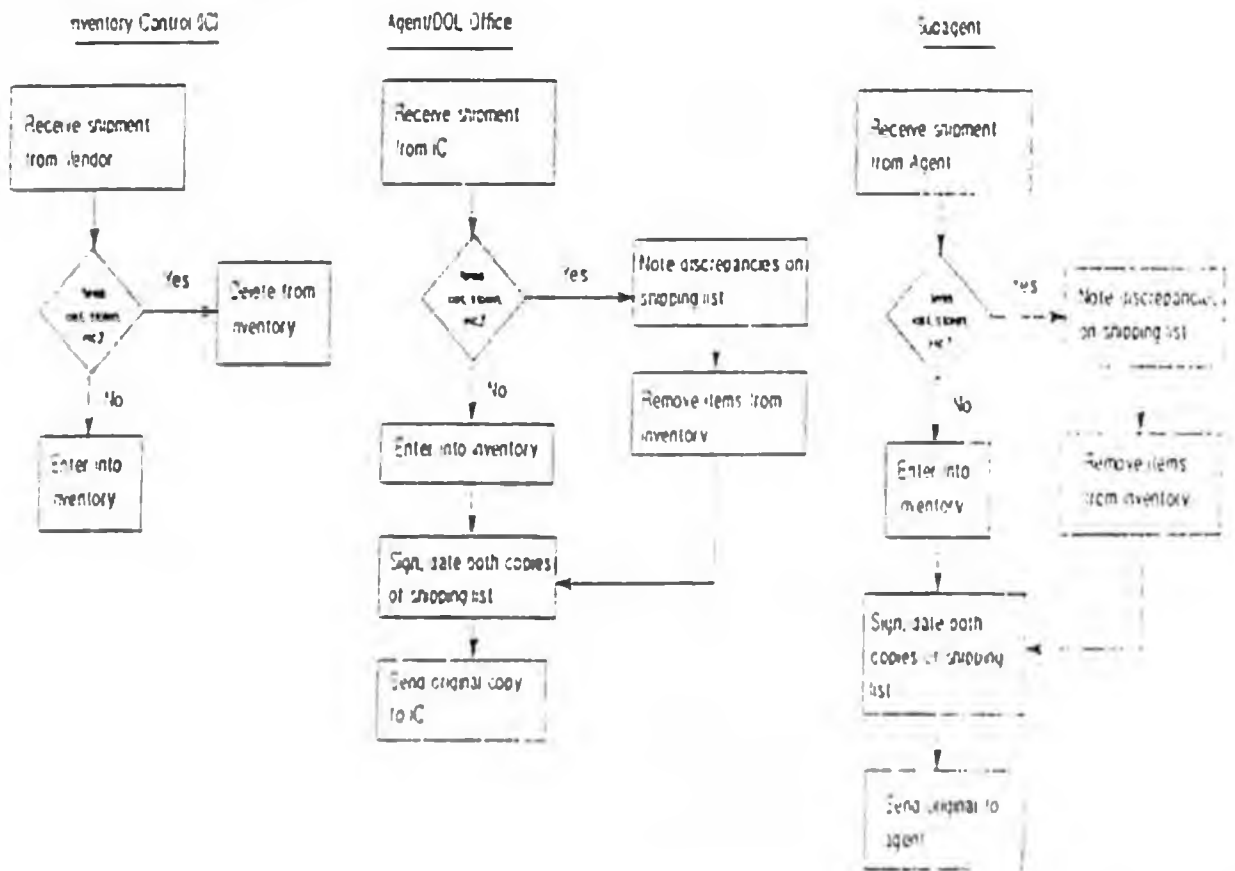


Inventory Control (VFS)

D. Assignment of Accountable Items to Subagent: Shipment from Agent

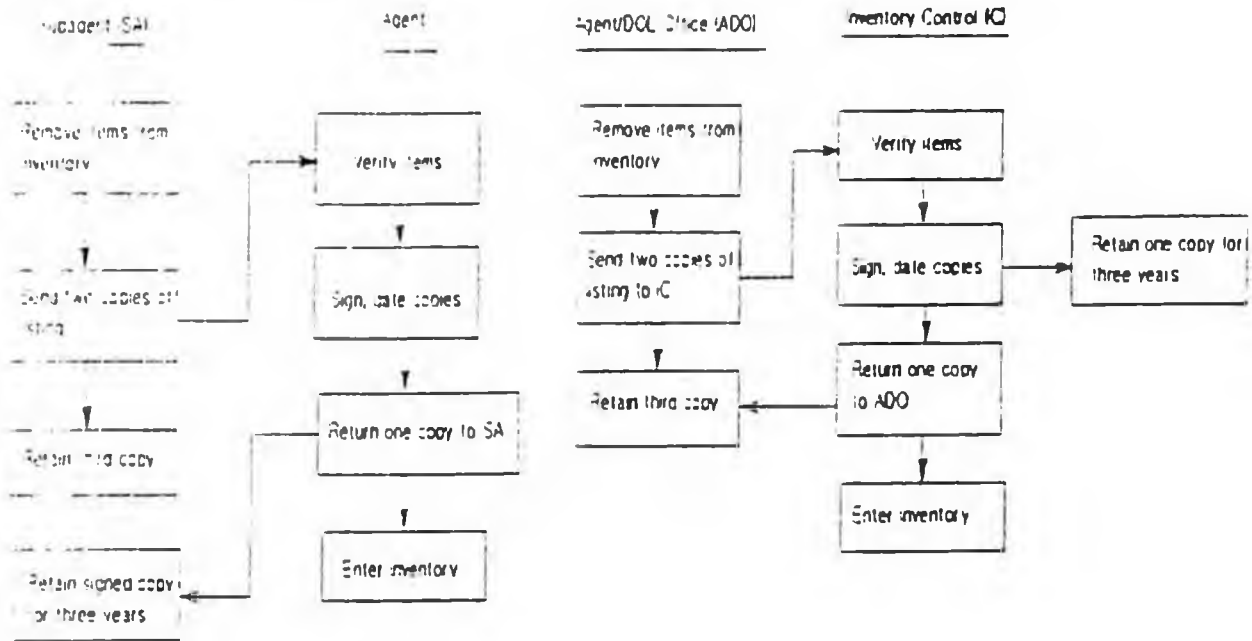


E. Receipt of Accountable Items

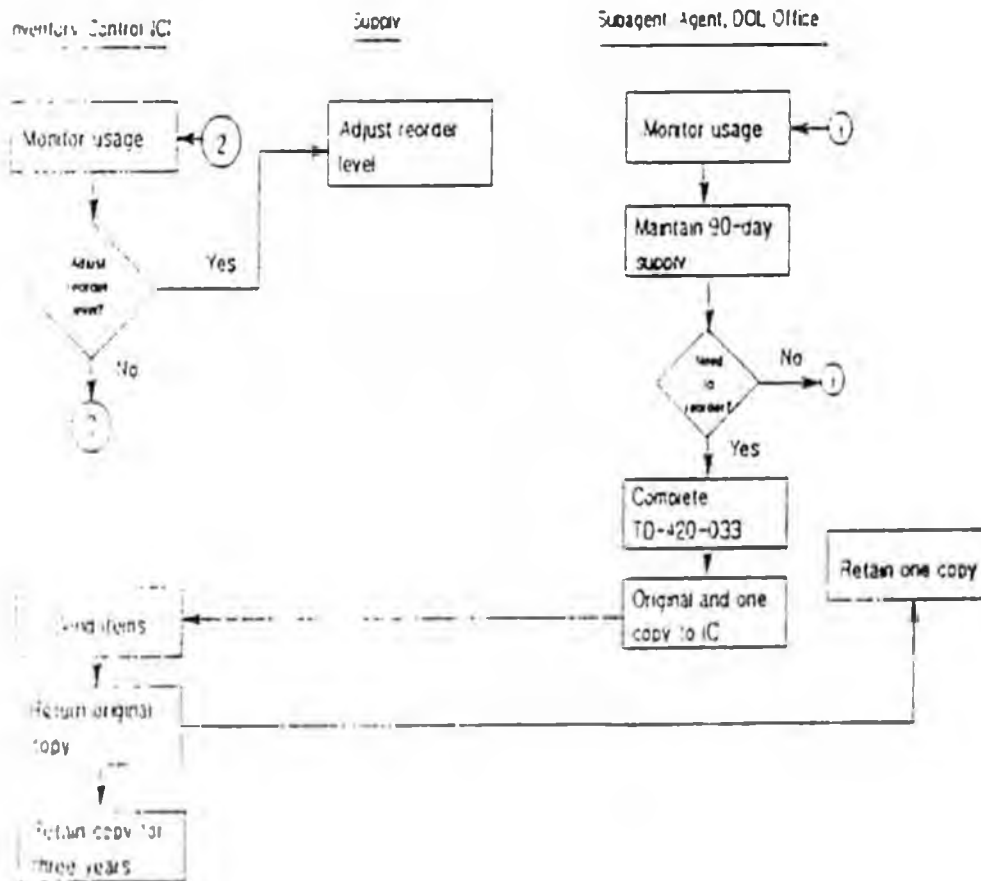


Inventory Control (VFS)

F. Deassignment of Inventory



G. Ordering Non-Accountables



Inventory Control (VFS)

H. Security of Inventory

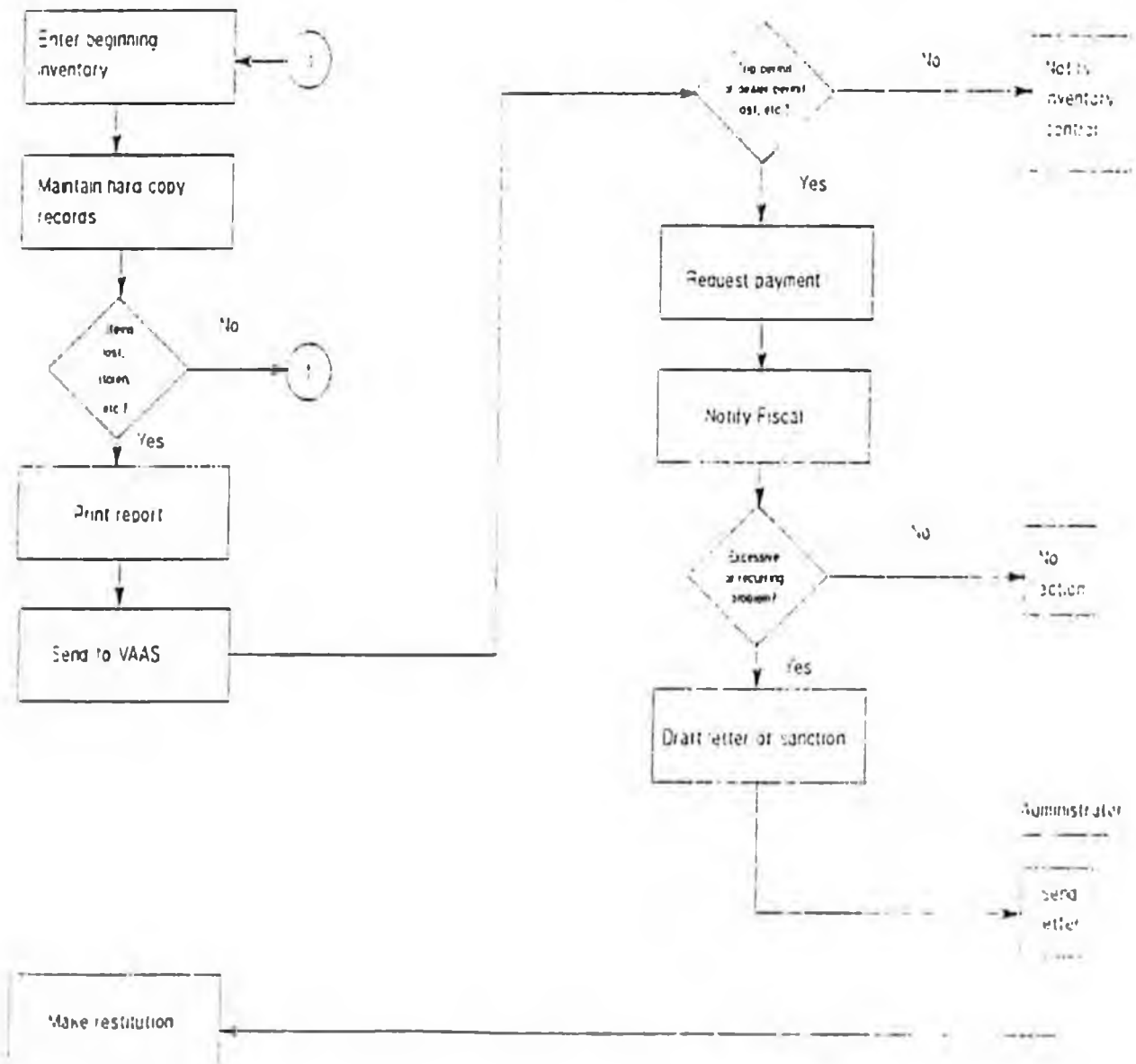
Agent, Subagent, DCL Office

Ensure all items are used for DCL authorized activities

I. Daily Inventory Records

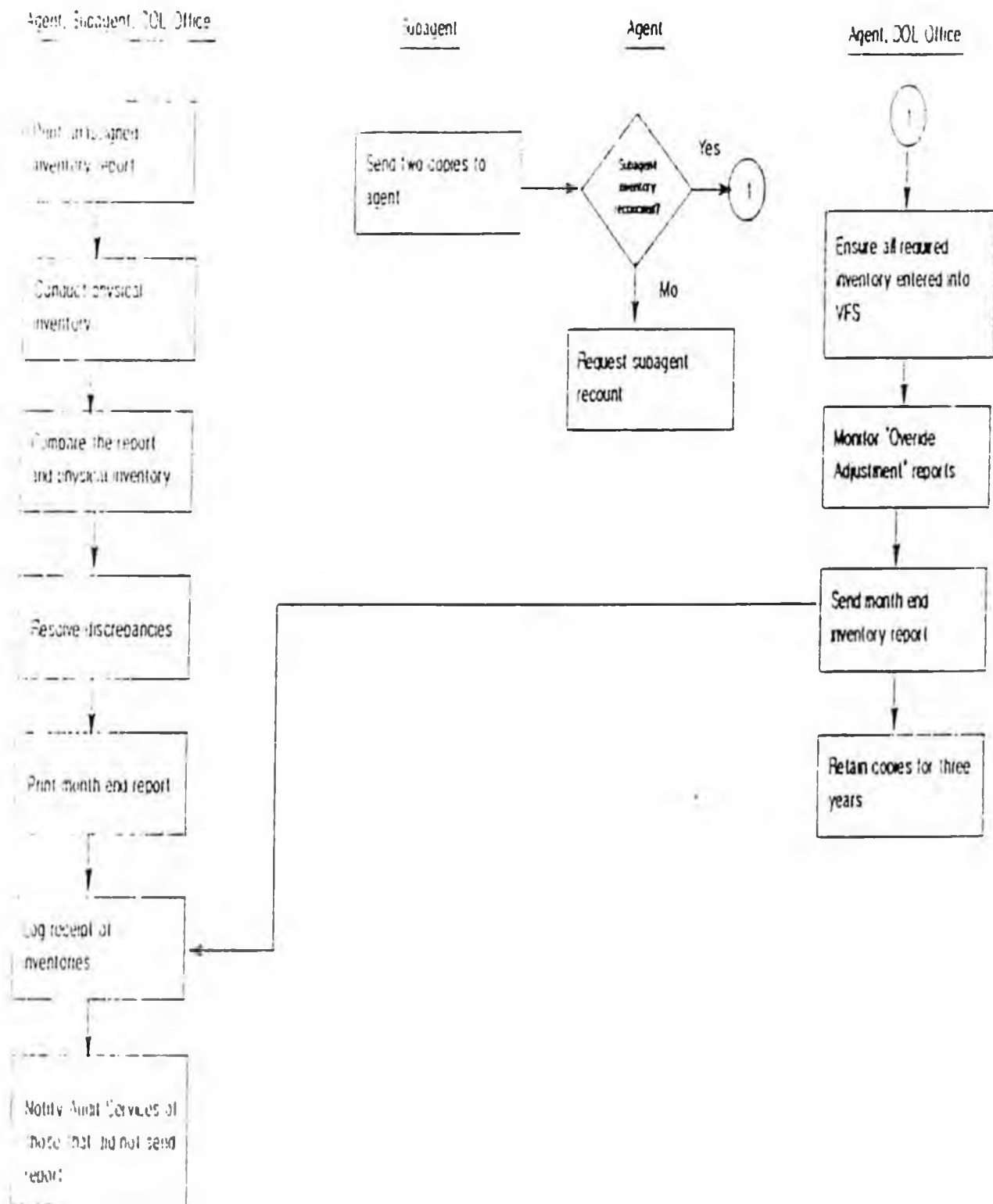
Agent, Subagent, DCL Office

Vehicle Agent Audit Services (VAAS)



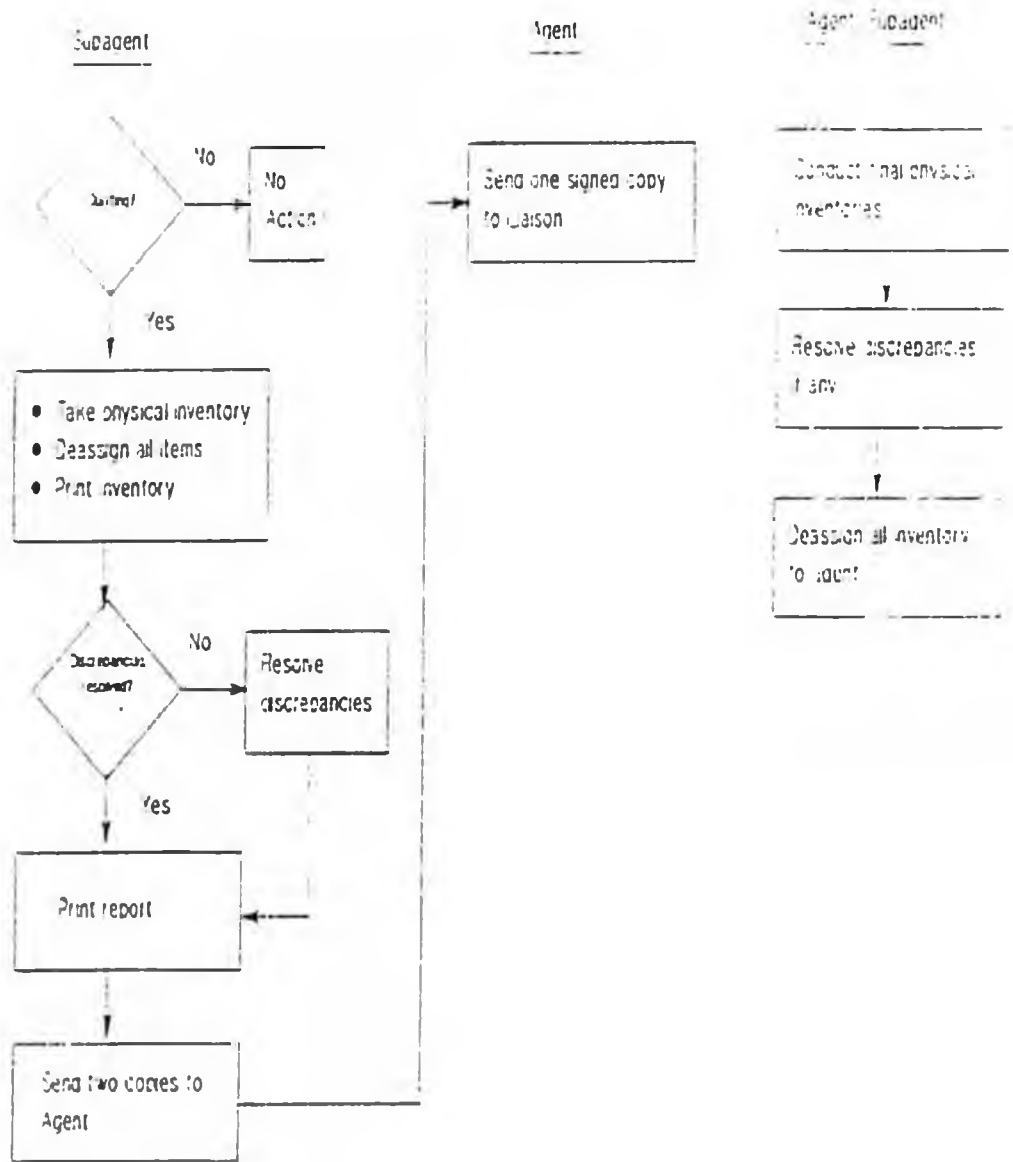
Inventory Control (VFS)

J. Monthly Inventory Records

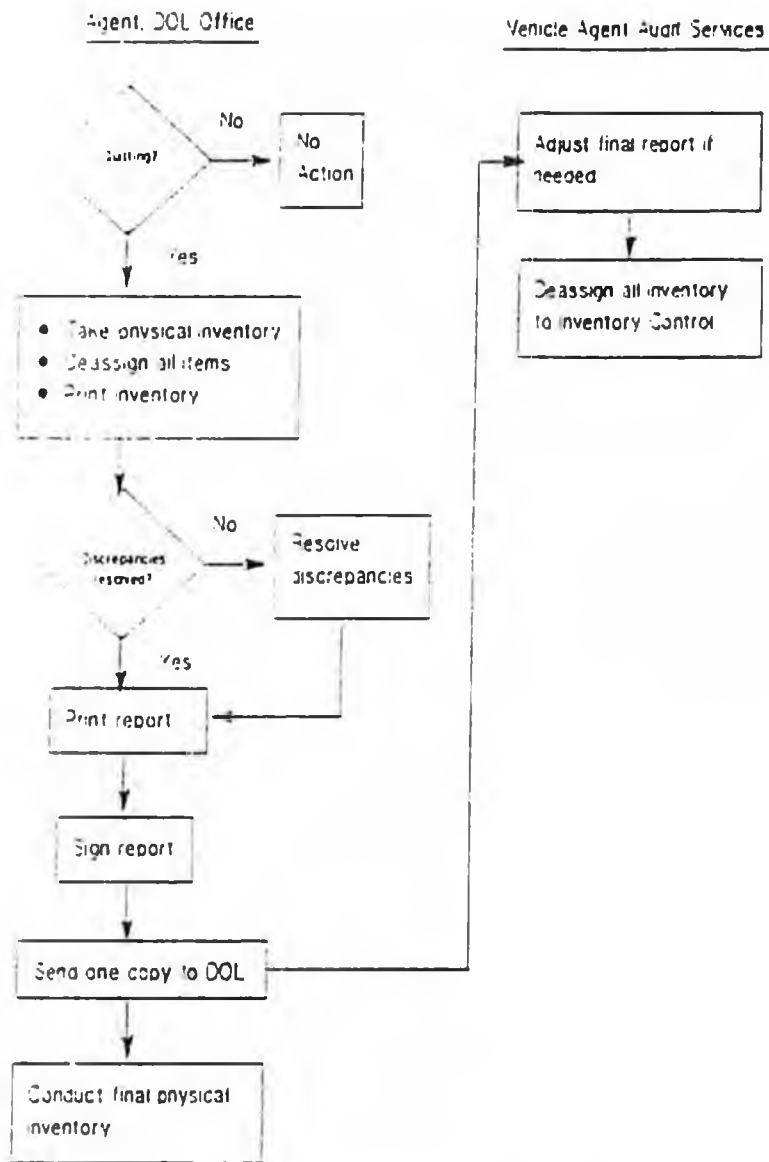


Inventory Control (VFS)

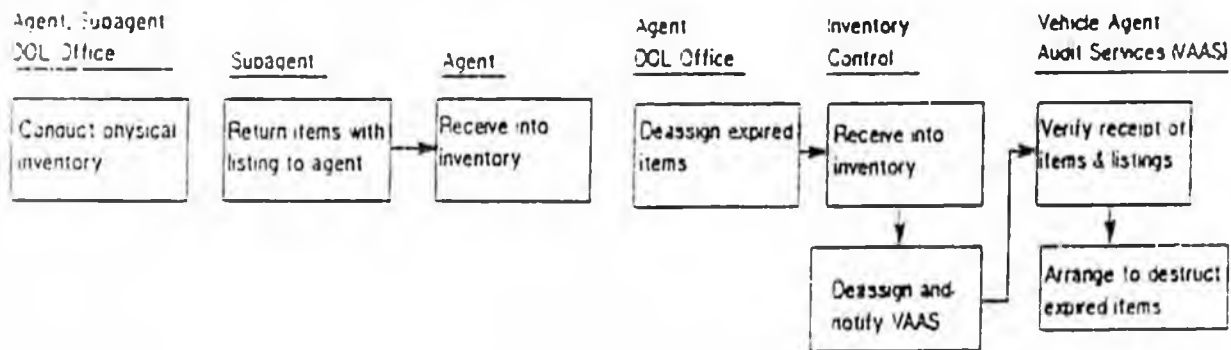
K. Closing Inventory - Subagent



L. Closing Inventory - Agent, DOL Office



M. Disposition of Expired Accountable Items





**DIVISION
POLICY/PROCEDURE**

POLICY PROCEDURE NUMBER
VEH.12A

SUBJECT Insufficient Funds to Process ACH Withdrawal (VFS)	
DIVISION Vehicle Services	REFERENCES RCW 82.44.110
EFFECTIVE DATE 10/1/91	RCW 46.68.030
APPROVAL <i>Robert Anderson</i>	RCW 46.68.020
APPROVAL <i>Nancy Sullivan</i>	RCW 43.01.050
	Waiver of 24 hour Deposit Requirement: Assistant State Treasurer
	Supersedes VEH.12

POLICY:

Checks for Agent/Subagent DHC debit notices should be made out to the State of Washington, Department of Licensing (DOL). Restitutions must be received within 48 hours of notification.

Western Union may be used to telegraph a money order.

The department will take appropriate action, which may include cancellation if more than two notifications have been received and are due to agent/subagent actions.

PROCEDURE:

NOTE: If a withdrawal is not honored by the local bank, the State Treasurer will notify DOL of the insufficient fund condition.

A. DHC RESTITUTION

Responsibility

Action

Liaison

Contact Licensing Service Manager, Liaison.

Take appropriate action to solve the problem and notify Assistant Director, Vehicle Services if the problem is due to a failure of the ACH system.

Contact agent in the case of a subagent dishonored check (DHC).

Contact administrator in the case of a DOL office DHC.

Request that the agent, subagent or DOL office send a certified check or money order to Revenue Accounting in the amount of the DHC debit notice.

B. SANCTIONS

Assistant Director,
Vehicle Services

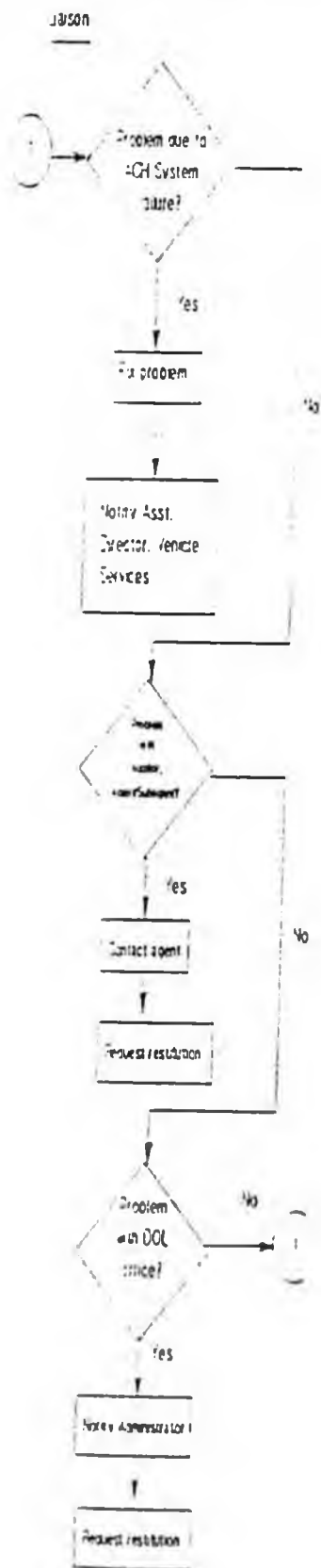
Recommend sanction as appropriate, in conjunction with the Assistant Director, Administrative Services, to the Director.

Director

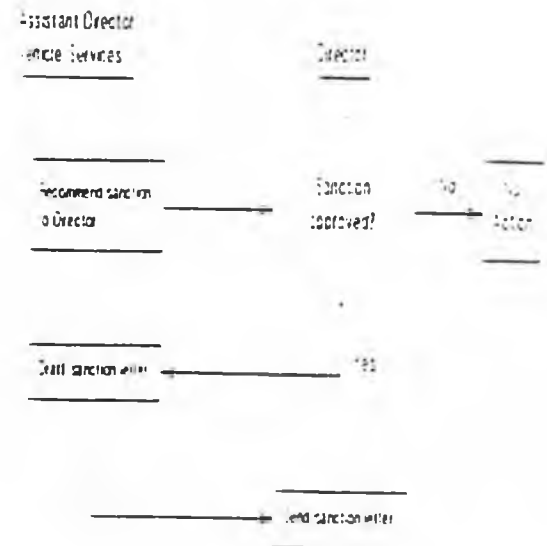
Issue letter of sanction to agent/subagent.

Insufficient Funds to Process ACH Withdrawal (VFS)

A. DHC Restitution



B. Sanctions

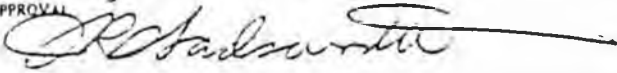




DIVISION
POLICY/PROCEDURE

POLICY/PROCEDURE NUMBER

VEH 1B

SUBJECT Standard Definitions	
DIVISION Vehicle Services	REFERENCES All Policy/Procedures for Vehicle Services Pertaining to Title and Registration Services Supersedes VEH.1A (5-1-91)
EFFECTIVE DATE May 24 1995	
APPROVAL 	
APPROVAL Katherine Deas Friedl	

POLICY:

X : For the purpose of standardizing Policy/Procedures used by Vehicle Services, Title and Registration Services and the department's agents and subagents, the following definitions ~~will~~ apply:

ACH Tape

Automated Clearinghouse Tape. A computer tape that lists the total daily deposits made in a local bank by each agent, subagent and DOL office. The tape includes bank account names, numbers and other information necessary for the State Treasurer's Concentration Bank to initiate the withdrawal and depositing of those funds into the State Treasurer's account.

Accountable Item Inventory

Accountable items (such as accountable forms, plates, decals, tabs) on hand at an individual agency, subagency or DOL office, which are issued by the department and for which the agent or subagent is accountable. Accountable items are items for which a fee is collected.

Administrator

Administrator, Title and Registration Services, Department of Licensing.

Agent

X County Auditor ~~or other entity~~ appointed by the director to process vehicle and vessel license and title applications for the Department of Licensing.

X

Bank Account Record

REVENUE

AFFECT

All support documentation of transactions that ~~have been applied to~~ the bank account. Examples include: check register, voucher register, deposit slips, receipts, etc.

Business Site

The office or premises where an agent or subagent conducts Department of Licensing business activities.

Cash Receipt Journal Summary (CRJS)

A report furnished to the State Treasurer which details the amount of revenue placed in each fund and source, and which totals the amount of the deposit.

X

Check Register

Includes check books and voucher registers for agents, subagents and the DOL office.

Concentration Bank

The major bank that handles transactions for the State Treasurer.

Department of Licensing Office

Department office, the Vehicle License Counter, which accepts and processes vehicle and vessel licenses, registrations, and title applications.

Department or DOL

Department of Licensing

Director

Director of the Department of Licensing.

Dishonored check (DHC)

A check drawn by an individual for the purpose of paying an obligation which is refused for payment by the bank or institution on which drawn.

Field Services

The unit within Title and Registration Services responsible for establishing, communicating, training and monitoring performance standards and procedures by agents and subagents.

Instant Credit

Credit allowed to an office for the amount of a dishonored check.

Internal Operations

A unit within Title & Registration Services

Local Bank

IN THE CIRCULAR AREA IN WHICH

X Bank ~~within~~ agent, subagent and DOL office deposits ~~XX~~ vehicle and vessel revenue, ~~into the DOL agent account.~~

Monthly Inventory Report

X Report generated by VFS which shows the ending inventory each month for ~~each~~ *each* agent, subagent ~~of~~ *AND* DOL office.

Negative VFS Collection Day Report

A paper report produced by VFS which reflects those agents/subagents that have no revenue to remit to DOL because of taking instant credit for dishonored checks. The instant credit has caused the remittance to be negative instead of positive.

Physical Inventory

Actual count of accountable items on hand and comparison with those listed on the VFS inventory report.

X Problem Response Center (PRC)

Unit within the Field Services Unit that serves as liaison between the department and the Service Center, Information Services and the agents and subagents.

Receiving Unit

Unit within the department that receives processed title applications from agents and subagents and also handles ~~rejected~~ *rejected* title applications.

DOL OFFICE

Shipping Document List

VFS end of day report used to identify the type and quantity of documents transmitted to the department for each business day by agents, subagents and DOL offices.

Subagent

APPOINTED

Individual(s), business, organization, or political entity recommended by an agent and approved by the director to process vehicle and vessel license and title applications for the department. A secondary vehicle/vessel license office operated by a County Auditor (agent) is treated as a subagent.

Subagent Applicant

Individual(s), business, organization or political entity applying to become a subagent.

Technical Services Unit

Unit within Title and Registration Services that handles dishonored checks, rejects, federal heavy use tax, etc.

Title and Registration Advisory Committee (TRAC)

X

A COMMITTEE COMPOSED OF
~~Title and registration advisory committee~~ created by RCW 46.01.320.

Title & Registration Services

X

DIVISION OF DOL

A unit within Vehicle Services responsible for the licensing activities of vehicles/vessels, snowmobiles, campers and travel trailers.

Vehicle Agent Audit Services Unit (VAAS).

?

Unit within Vehicle Services Division responsible for determining that state assets (cash, negotiables and inventory) are accounted for and safeguarded from loss of all kinds, and for determining the adequacy of procedures and controls.

Vehicle Field System (VFS)

The program for administration of the Field Licensing activities. The automated computer systems used for these activities.

Vehicle Licensing Unit

Unit within Title and Registration Services that handles vehicle and vessel applications for title and licensing and for special vehicle license plates.



DIVISION
POLICY/PROCEDURE

POLICY PROCEDURE NUMBER
VEH.13B

VFS System Hours Availability	
DIVISION Vehicle Services	REFERENCES Supersedes: VEH.13A (9-1-91)
DATE THIS JAIL 10/7/93	
APPROVAL <i>[Signature]</i>	
APPROVAL Katherine Boers Friedl	

POLICY:

- In order for licensing agents and subagents to have consistency in the hours of Vehicle Field System (VFS) and support while allowing access by the department to the system for maintenance and upgrades, hours when the system is available are set as follows:
- The VFS is available, excepting unforeseen hardware, software, application, or data communication failures, for clients' use beginning 6:45 a.m. until 9:00 p.m., Monday through Saturday. The VFS will not be available on Sundays or state holidays.
- Sign-on procedures may commence at 6:45 a.m., with first transactions transmitted no earlier than 7:00 a.m. Last transactions may start no later than 8:00 p.m., and sign-off must be completed no later than 9:00 p.m.
- This policy is maintained by Vehicle Services as a division policy, and may not be adapted or amended without written approval from the Assistant Director of Information Services.



DIVISION
POLICY/PROCEDURE

VEH.14A

Refunds for Agents, Subagents, and DOL Office (VFS)

Vehicle Services, TSU

31292

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ADM.33: Refund Processing
RCW 46.68.010
RCW 32.44.120
Supersedes: VEH.14

POLICY:

The Department of Licensing and its agents and subagents will follow standardized procedures and guidelines when processing refunds due to agents or subagents.

PROCEDURE:

Responsibility

Action

Agents, Subagents
DOL Office - County 40
(Origination Office)

Determine that an overpayment has been made to DOL Fiscal Management via ACH Tape. Confirm overpayment with DOL Liaison Unit when a (Vehicle Field System) VFS system problem is the cause. Examples may include:

1. Item entered twice on VFS;
2. Item entered once, but VFS did not allow a backout;
3. VFS system aborted.

Prepare refund with written explanation of problem and why refund is requested. Sign request and forward to Vehicle Services, Shortage/Overage Unit. Attach all pertinent backup VFS documents:

1. Copy of shipping list or lists verifying that backout was not successful;
2. Original document that backout was for;
3. Applicable plate, tab or decal.

Retain copies of refund request and documentation.

Vehicle Services
Overage/Shortage Unit

Review refund request for validity. If refund is not valid, return to originating office with reason refund cannot be made.

If refund is valid, enter refund information into the refund system to produce warrant. Correct vehicle or vessel record in the 1100 Sperry Host Data Base.

Deduct agent filing fees, subagent filing fees, any credits such as gross weight credit or temporary dealer permit code and all use tax when preparing the refund.

Submit separate refund request for use tax (less \$2.00 use tax collection fee) to the Department of Revenue, Attention: Fiscal Section, AX-02.

NOTE: If the refund is to a subagent, the subagent will have to request the filing fees sent to the county auditor from the county auditor.

Agent, Subagent,
DOL Office -
County 40 (Originating Office)

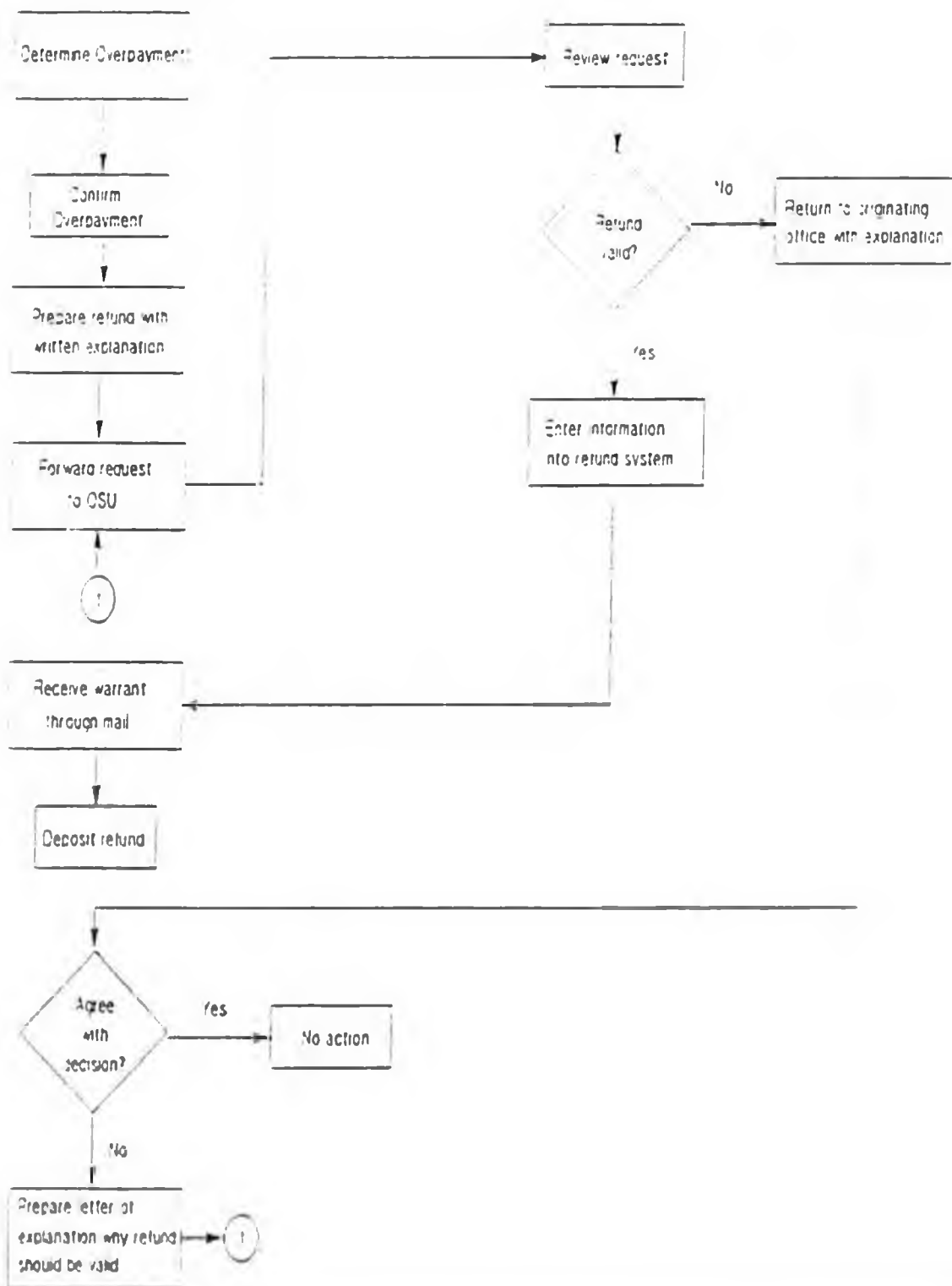
Receive refund warrant through mail.
Deposit refund.

Determine agreement or disagreement if refund was ruled invalid by DOL.
Prepare letter of explanation noting areas of disagreement and reasons why agent/subagent feels refund is valid if disagreement and submit letter to Overage/Shortage Unit.

Refunds for Agents, Subagents, DOL Office

Agents, Subagents
DOL Offices)

Vehicle Services
Overage/Shortage Unit (OSU)

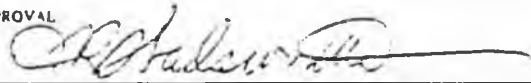
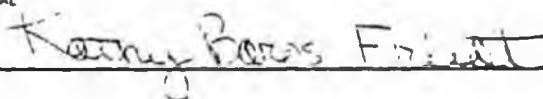




DIVISION
POLICY/PROCEDURE

POLICY PROCEDURE NUMBER

VEH 15

SUBJECT Reporting Robbery - Burglary - Embezzlement	
DIVISION Vehicle Services	REFERENCES ADM.10A ADM.14A VEH.11A RCW 46.010.310
EFFECTIVE DATE June 15, 1993	
APPROVAL 	
APPROVAL 	

PURPOSE:

To establish procedures for the reporting of Robbery, Burglary, or Embezzlement

DEFINITION:

Agents: Individual(s), business, organization, or political entity appointed by the Director to process vehicle and vessel license and title applications for the department.

Burglary: The crime of breaking into and entering a building with intention to steal.

Compliance Audit: (See Vehicle Agent Audit Services - VAAS)

County 40: Department office established for accepting title and license applications. It is the Vehicle License Counter and is also referred to as "County 40". For purposes of this procedure, it functions as any other agent.

Director: Director of the Department of Licensing.

Embezzlement: To take others property (e.g., money, fixtures, etc.) for one's own use in violation of a trust and by fraudulent means.

Office of System and Program Review (OSPR): The internal auditing program of the Department of Licensing.

Robbery: The taking of money or property from someone through physical force or the threat of violence. It may or may not involve weapons.

Subagent: Individual(s), business, organization, or political entity appointed by an agent and

approved by the Director to process vehicle and vessel licenses and title applications for the department. A secondary vehicle license office operated by a County Auditor (agent) is treated as a subagent.

Vehicle Agent Audit Services (VAAS): Previously known as Compliance Audit, VAAS is responsible for the periodic audit of all agents and subagents to determine compliance with DOL policies and procedures.

PROCEDURE:

Responsibility

Action

A. ROBBERY

Agents, Subagents

Remember **SAFETY FIRST!**
Listen. Be cooperative. Be calm -
DO NOT RESIST.

Observe the robber's appearance and any weapon. Try to remember facts about physical features, height, build and any marks or scars, clothing or jewelry.

Try to obtain the description and license number of the vehicle used and the route taken without going outside.

Lock the doors immediately after the robber leaves. **DO NOT** resume licensing business.

Call the police emergency number which should be posted by the telephone.

Preserve any evidence. Block off areas that the robber might have touched. Carefully protect any notes or written matter the robber leaves.

Notify the County Auditor or County Licensing Supervisor.

Liaison

B. BURGLARY

Agents, Subagents

Determine what was taken: money, inventory, or equipment. Do a physical inventory.

NOTE: Resume licensing only after the County Auditor or County Licensing Supervisor is satisfied that the extent of the loss had been determined and the investigation is complete.

Notify Liaison/PRC at 1-800-336-4681.

Notify Insurance Company/Bonding company.

Make a copy of the police report for the County Auditor and Liaison.

Notify Title and Registration Administrator's Office.

Notify VAAS (Vehicle Agent Audit Services).

Provide VAAS with copies of police report and physical inventory list.

Notify Office of System and Program Review (OSPR).

Call the police emergency number which should be posted by the telephone.

Preserve any evidence.

Notify the County Auditor or County Licensing Supervisor.

Determine what was taken: money, inventory items, equipment. Do a physical inventory.

Vehicle Agent Audit Services (VAAS)

provide VAAS with copies of the police report and physical inventory.

Contact the office that has suffered the loss. Determine if measures taken have been sufficient to reveal the extent of loss.

Determine if an audit is necessary to determine the extent of loss and/or the adequacy of measures taken to prevent future losses.

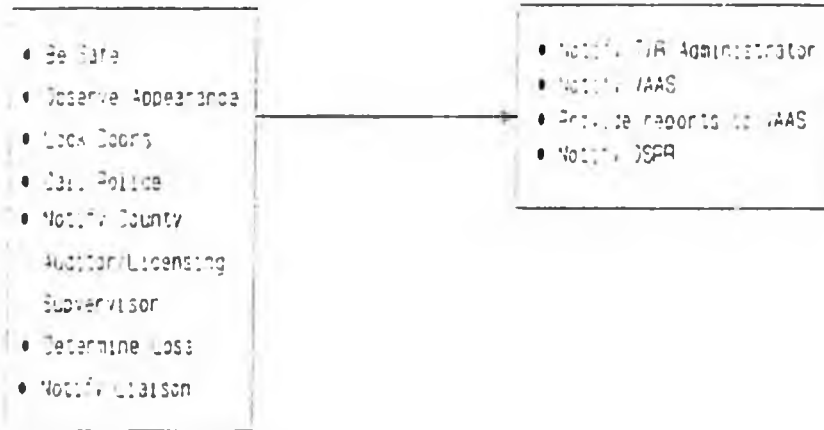
ROBBERY/BURGLARY/EMBEZZLEMENT

Agents/ Subagents

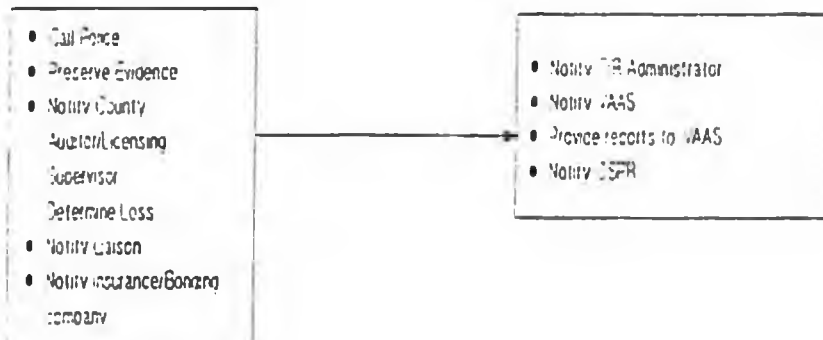
Liaison

IAAS

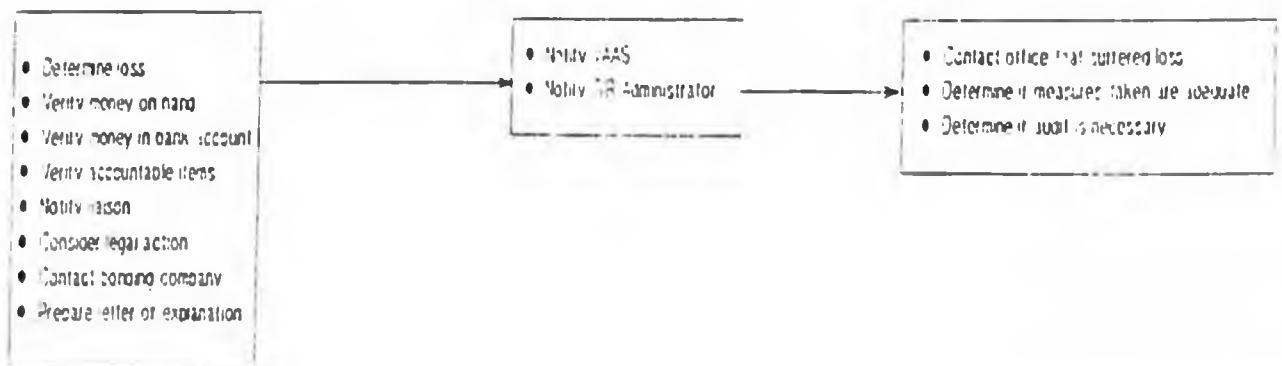
Robbery



Burglary



Embezzlement



ROBBERY/BURGLARY/EMBEZZLEMENT

Agents / Subagents

LEGISLATION

CRIM

Robbery

- Be Safe
- Obtain Appearance
- Lock Doors
- Call Police
- Notify County Auditor/Licensing Supervisor
- Determine Loss
- Notify Liaison

- Notify TR Administrator
- Notify VAAS
- Provide reports to VAAS
- Notify OSFR

Burglary

- Call Police
- Preserve Evidence
- Notify County Auditor/Licensing Supervisor
- Determine Loss
- Notify Liaison
- Notify Insurance/Bonding Company

- Notify TR Administrator
- Notify VAAS
- Provide reports to VAAS
- Notify OSFR

Embezzlement

- Determine loss
- Verify money on hand
- Verify money in bank account
- Verify accountable items
- Notify Liaison
- Consider legal action
- Contact bonding company
- Prepare letter of explanation

- Notify VAAS
- Notify TR Administrator

- Contact principal/beneficiary
- Determine principal/beneficiary liability
- Determine court jurisdiction

HOUSE COMMITTEE REPORT

(7) Date Referred: March 1, 1995 FURTHER REFERRALS: State Affairs

Date of Committee Action: 4/21

The TRANSPORTATION Committee considered: HB 210

HOUSE BILL NO. 210 PRIVATE MOTOR VEHICLE LICENSING/TESTING

"An Act relating to issuance of motor vehicle registrations and titles, and to licenses and permits to operate a motor vehicle."

recommends it be replaced with the following committee substitute CS HB 210 (TRA) [] the same title [] a new title

[] additional referral to _____ Committee [] attached amendment(s)

ADOPTS: _____ Letter of Intent

ATTACHES NEW FISCAL NOTE(S): (Dept) APPROVES PREVIOUS: (Dept/Date) [] fiscal note(s) [] fiscal note(s)

[/] zero fiscal note(s) DPS [] zero fiscal note(s)

Table with 5 columns: SIGNING WITH RECOMMENDATIONS, DP, DNP, NR, AM. Rows contain signatures: E. Macchem, Rosalette James, Tom Bales, H. K. Williams, Harold Jan.

CHAIR'S SIGNATURE Harold Jan.

HB

218

Alaska State Legislature

REPRESENTATIVE
JEANNETTE JAMES
P.O. Box 56622
North Pole, Alaska 99705
(907) 488-0862

House District 34



White in Juneau
State Capitol
Juneau, Alaska
99801-1182
(907) 465-3745

House Of Representatives

SPONSOR STATEMENT

HOUSE BILL 218

"Prompt payment of owner-operators of trucks"

This bill was filed upon request for the Alaska Independent Truckers Association, to provide for their prompt payment. Recent experiences with brokers, as sub-contractors, has caused great distress due to inability of the truckers to receive prompt payment. This is not only an economic issue, this is a safety issue.

To solve the problems experienced several things need to happen. The truckers themselves must organize their own contract and billing system which they are doing to support their claim for statute change. Subcontractors currently have statute support for prompt pay and employees are covered by labor laws, but this statute support does not reach down to the owner-operators of trucks.

Independent truck owners, who hire out themselves and their trucks for construction and other short term jobs need to depend on prompt payment for their services in order to maintain their truck and guarantee safe operations on our highways and roads.

This bill is specific to "trucking owner-operator" as defined in Section 2, (d)(6) of the bill and does not extend to any other segment of small business. The truckers are instituting a system of semi-monthly billings and this bill will make those billings payable within 14 days, a reasonable length of time.

FISCAL NOTE

STATE OF ALASKA
1995 LEGISLATIVE SESSION

BILL NO. HB 218

Revision Date: _____ Dept. Affected: DOT&PF
 Title: An Act relating to payment of certain trucking BRU: D&C M&O
 owner-operators. Component: _____
 Sponsor: James ESO _____
 Requester: _____ COMPONENT SERIAL NO. 547

Expenditures/Revenues (Thousands of Dollars)

OPERATING EXPENDITURES	FY 96	FY 97	FY 98	FY 99	FY 00	FY 01
PERSONAL SERVICES	0.0	0.0	0.0	0.0	0.0	0.0
TRAVEL						
CONTRACTUAL						
SUPPLIES						
EQUIPMENT						
LAND & STRUCTURES						
GRANTS, CLAIMS						
MISCELLANECUS						
TOTAL OPERATING	0.0	0.0	0.0	0.0	0.0	0.0

CAPITAL EXPENDITURES	0.0	0.0	0.0	0.0	0.0	0.0
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CHANGE IN REVENUES ()	0.0	0.0	0.0	0.0	0.0	0.0
-------------------------------	------------	------------	------------	------------	------------	------------

FUND SOURCE (Thousands of Dollars)

1002 Federal Receipts	0.0	0.0	0.0	0.0	0.0	0.0
1003 GF Match						
1004 GF						
1005 GF/Program Receipts						
1006 GF/MHTIA						
Other						
TOTAL	0.0	0.0	0.0	0.0	0.0	0.0

Estimate of any current year (FY95) cost: \$ 0.0

POSITIONS

FULL-TIME	01	01	01	01	01	01
PART-TIME	01	01	01	01	01	01
TEMPORARY	01	01	01	01	01	01

ANALYSIS: (Attach a separate page if necessary)

Prepared by: Loren Rasmussen Phone: 465-3960
 Division: Engineering and Operations Standards Date: 3/13/95
 Approved by Commissioner: Joseph L. Perkins, P.E. *Joseph L. Perkins* Date: 3/13/95
 Agency: Department of Transportation and Public Facilities

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Anchorage, Alaska 99503 (907) 276-1934

April 20, 1995

Representative Gary Davis
Chairman, Transportation Committee
State Capital, Room 420
Juneau, Alaska 99501-1132

Re: HB218, " An Act relating to the payment of certain trucking owner-operators."

Dear Representative Davis:

This bill, originally sponsored by Representative James and heard in State Affairs Committee, has generated no little controversy.

The Bill itself is very simple. The Independent Owner/Operators of trucks working primarily in the construction industry are asking for 1) recognition which they currently do not have, and 2) to be paid regularly without the recourse of having to wait for as much as 120 days before being paid, or having to threaten court action. It would be false to say all of the various contractors and sub-contractors are careless about payment to the truckers. Many pay every thirty days or as soon as they are paid. The reasons for the sub-contractors not being paid are as varied as the excuses used by the sub-contractors to the truckers. The fact that a sub-contractor did not get paid because he did not get his paperwork done should not be a factor in paying the trucker. The trucker completed the work for the period and is entitled to his or her pay. Problems up the line should not be a concern of the trucker. The business that paints my signs or supplies my office with paper and pens could care less that my clients might not have paid me. I owe the money and I have to pay. So should the sub-contractors.

Pro Bill Argument:

The pro bill argument is to identify Independent Owner/Operators under State law just as sub-contractors are now identified. In addition to identity under State law they would be identified under the Department of Transportation and Public Facilities Contract Specifications book. This identity would give the Independent Owner/Operators the right to find out where their money is. As it is now, they do not have the right to contact the State of Alaska or the Prime contractor to request their money. Their only recourse is to request their money from either the broker or sub-contractor that hired them. Under current law, they can find out who has been paid and when but the sub contractors are

LETTER OF SUPPORT

under no obligation to pay the truckers in any certain fashion. In most cases, the original contract was a verbal contract and there may have been as many as 5 or 6 different contracts in a single work day.

When a trucker is not paid for the work done, he is unable to pay for the fuel used during the job and tires and repairs he has had to make just to keep running. Meanwhile, the broker or sub-contractor is using the truckers money to pay his supplier so he can get a break on those supplies or he is using the money as seed money for more bids that come open. These are not new or unusual arguments, they have been going on for years. In the private sector, payment is controlled by the trucker and the private contractor. If the private contractor does not pay, he gets no more service. Under the larger State contracts, it's much harder to control because of the various entities taking a cut. There is also an unofficial black ball of any truckers that start to make waves about payment. It's denied, but it is never-the-less a fact of life for a trucker.

Safety. The safety issue is by far the most important argument for this bill. When truckers are not paid for work done, the first things that are paid with any available money is the mortgage or rent, food, clothing, and medical costs for the family, licenses and permits, insurance and any items absolutely necessary to keep the truck running a little longer in order to keep working. The luxury of getting new brakes put on or having the steering corrected or getting new tires in order to have a vehicle that is safe to drive and in compliance with established safety regulations, are the last things on which the available money is spent. A March 20, 1995 accident that resulted in the death of an Independent owner/operator near Homer, is a testament to that type of operation.

Con Argument:

The Associated General Contractors seem to be for the truckers being paid promptly, but against them being identified as independent owner/operators. They believe they should be sub-contractors. Since sub-contractors are required to be paid within 7 days of the prime contractor being paid by the State, this makes less sense than our proposal of twice monthly payment. In addition, it would be practically impossible to get a signed contract with the various contractors an independent might work for in any given season. Most of the work is assigned via a telephone, either at home late at night or by cellular phone while traveling down the highway. The Association is trying to develop a workable contract that will suit both the truckers and the contractors but has been hampered by the inability to get the various parties to sit down to discussions. Whether this bill passes or not, discussions will eventually have to be held with all parties in order to have a viable, safe industry.

The second argument appears to be that the State should not be put into the position of mediating pay problems on State jobs. This argument is specious. What the bill would do is give the truckers the right to find out where their money is and why they have not been paid. It puts the force of law where there is none. As it is now, a trucker can sue to his hearts content, and even if he wins he loses. With the law in place, an action against someone who had, in effect, mis-used the money owed to the truckers, a trucker would stand a much better chance of recovering his money. The possible additional civil or criminal actions against the contractors under other existing laws would also be a deterrent.

In summation, We are not asking for something not due us. The truckers are working mostly on faith and on verbal contracts. It's obvious, faith and fairness are not part of all those contractors wanting to use the truckers time and money. The trucker gets to do the work but gets paid when the sub-contractor or broker gets around to getting the paperwork in or getting the money out to pay the truckers. Even then, if the sub-contractor bid the job wrong or had equipment problems, the trucker is the one that pays that bill. An instance of this type would be a broker promising to pay \$74.00 per hour for an end dump and pup trailer, but because things did not go right, only pays the trucker \$68.00 per hour at the end of the job. The truckers choice now is to take it or leave it. We would like to be treated like any other small businessman and be paid for the work done at the stated price for that work. Your support for the bill would go a long way toward having safer operations and far less controversy over pay than has been seen in the past. We can no longer afford to have unsafe equipment operating on our roads and as it stands right now, without the bill, there will be more unsafe equipment operating than less.

Respectfully,


Robert E. Earman
General Manager



INTERSTATE[®] BATTERY SYSTEM OF ALASKA
7740 Schoon Street • Anchorage, Alaska 995
(907) 349-15

April 25, 1995

The Honorable Gary Davis
FAX 1-907-465-3835

Gentlemen:

We understand that H.B. 218 is up for a hearing in the House Transportation Committee on Wednesday April 26, 1995.

This bill does not help solve any of the problems associated with construction trucking in Alaska. It provides no solution that isn't available under current statute. It creates a special class of trucker, treats work done for the State differently than other work and discriminates against those carriers with I.C.C. authority.

We oppose H.B. 218.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Gary L. Eley', written over the typed name and title.

Gary L. Eley
Sec. - Treas.
IBS of Alaska

cc: Beverly Masek
Jerry Sanders

LETTERS OF NON-SUPPORT



TOTEM OCEAN TRAILER EXPRESS, INC.

2511 TIDEWATER ROAD • ANCHORAGE, ALASKA 99501
PHONE (907) 278-5868 • ADM FAX (907) 278-0461

TO: Gary Davis
Beverly Masek
Bill Williams
Jeannette James
Jerry Sanders
Tom Brice
Eileen Maclean

DATE: April 26, 1995

RE: House Bill HB218

This Bill does nothing to solve the problems associated with the construction trucking in Alaska. Current statutes adequately addresses all issues in the Bill.

The Bill appears to create a special class of trucker, treats work done for the state differently than other work, and discriminates against carriers with ICC authority.

I strongly urge you to oppose HB218.

Ted DeBoer
Alaska Operations Manager

Lynden Transport, Inc.

3027 Rumpart Drive
Anchorage, Alaska 99501

Fax Cover Sheet

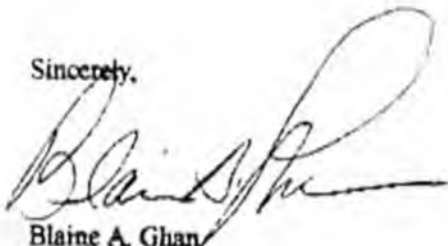
DATE: April 25, 1995 TIME: 10:06 AM
TO: Rep. Gary L. Davis PHONE:
House Transportatio
FAX: 1-907-465-3835
FROM: Blaine A. Ghan PHONE: 1-907-276-4800
Anchorage Termnal Mgr. FAX: 1-907-257-5155
RE: Opposition to H.B. 218
CC: Frank Dillon, ATA

Number of pages including cover sheet: 1

Message

We in the transportation industry, specifically trucking, are opposed to this bill. This bill discriminates against trucking companies with I.C.C. operating authority as well as treats work done for the state differently than other work.

Sincerely,



Blaine A. Ghan

Anchorage Terminal Manager

LETTER OF NON-SUPPORT

WEAVER BROS., INC.

1611 E FIRST ST.
ANCHORAGE, ALASKA 99501
PHONE: 907-278-4526 FAX: 907-276-4316

P.O. BOX 2229
KENAI, ALASKA 99611
PHONE: 907-283-7957 FAX: 907-283-3677

JAMES H. DOYLE
PRESIDENT

April 25, 1995

GARY DAVIS

I wish to express my opposition to H.B. 218.

This bill is up for a hearing in the House Transportation Committee on Wed. April 26th.

This bill does not help solve any of the problems associated with construction trucking in Alaska. It provides no solution that is not available under current statute. It creates a special class of trucker, treats work done for the state differently than other work and discriminates against those carriers with I.C.C. authority.

Please do not favor H.B. 218.

James H. Doyle

James H. Doyle
President

LETTER of NON-SUPPORT

HB

260

Alaska State Legislature

House of Representatives

Transportation Committee

SPONSOR STATEMENT

HOUSE BILL 260

"An Act relating to marine pilots and the Board of Marine Pilots; extending the termination date of the Board of Marine Pilots; and providing for an effective date."

Alaska law requires most ships navigating Alaska's inland or coastal waters to use a marine pilot licensed by the state. Marine Pilots are professional experts with respect to local knowledge, familiarity with the vessels they control, and shiphandling skills under the full range of operational conditions that a vessel may experience in the service area. The pilot is expected to direct and control each vessel safely along the entire pilotage route, be capable of placing a vessel in a safe anchorage, and be capable of docking and undocking a vessel, with or without the assistance of tugs. How well a pilot performs this service not only affects the safety of the vessel, crew, and cargo, but by extension, protection of the environment and, in some cases public safety as well.

The Board of Marine Pilots' sunset clause became effective on June 30, 1994 and is now in its wind-down year. House Bill 260 extends the Board of Marine Pilots to June 30, 1999.

Along with extending the Board, HB 260 proposes other amendments to the Marine Pilotage Act of 1991. Most of these amendments provide clean-up language or clarify existing policies in statute.

Others issues addressed include cross-regionalization, conflict resolution through statutes, and the inclusion of a deputy marine pilot apprenticeship program.

Alaska State Legislature

House of Representatives

Transportation Committee

SECTIONAL ANALYSIS

CS for HOUSE BILL 260 work draft

"An Act relating to marine pilots and the Board of Marine Pilots; extending the termination date of the Board of Marine Pilots; and providing for an effective date."

Section 1 Amends AS 08.03.010(c)(13) to extend termination date of the Board of Marine Pilots to June 30, 1999.

Section 2 Amends AS 08.62.010 to clarify that the industry representatives of the Board of Marine Pilots shall be actively engaged in obtaining pilotage services for vessels subject to this chapter -- the same requirement exists for the pilot members of the board. In addition, .010 now requires that not more than one of the pilot or industry representatives be from the same pilotage region instead of the same judicial district.

Section 3 Amends AS 08.62.040(b) to clarify the Board's existing authority to require licensed marine pilots to participate in a drug and alcohol testing program, to clarify the scope of the required program, and to make it clear that the Board may delegate the administration of all or part of the program to pilot organizations. Also, language is added to bring .040(b) into compliance with AS 08.62.080(b).

Section 4 Amends AS 08.62.040 by adding a new subsection to explicitly authorize the Board to delegate duties to the marine pilot coordinator as necessary to carry out the Board's functions under AS 08.62. The addition of this language is a clarification, not a change.

Section 5 Amends AS 08.62.050 by adding a new subsection clarifying the authority of the marine pilot coordinator to perform administrative tasks, including the review of applications for marine pilot examination and licensure.

Section 6 Amends AS 08.62.080(b) by granting the commissioner, rather than the Board, the authority to determine a chronic shortage of licensed pilots exists. The Board could then issue temporary licenses for the region where a shortage exists.

Section 7 Amends AS 08.62.090(b) by granting the department the authority to revise application forms without requiring formal board approval of the revised form.

Section 8 Amends AS 08.62.093(b) by adding numerous technical amendments intended to clarify the types of marine licenses that an applicant must hold to meet the requirements for licensure as a state deputy marine pilot. These changes would conform state law to the language used on U.S. Coast Guard licenses. The addition of (b)(6) establishes an additional method of qualifying for licensure as a deputy marine pilot, a five-year "apprenticeship" program. This change would allow easier entry into the pilot profession by otherwise qualified mariners who may not have had the opportunity to gain the "sea time" needed under current law.

Section 9 Amends AS 08.62.093(d) to increase the size of vessels that a deputy marine pilot may pilot from 20,000 to 25,000 gross tons. This is a "housekeeping" amendment which recognizes the increasing size of newer vessels.

Section 10 Amends AS 08.62.097(b). Currently, a pilot authorized to train deputy marine pilot candidates must hold an unlimited pilot's license under AS 08.62.100. In the Kuskokwim River Region there is no marine pilot who meets this requirement, in part because of a lack of sufficient larger tonnage vessel traffic in that region. So technically there is no one qualified to train deputy pilots in that region. This will prevent an unacceptable situation where no new pilots can be developed.

Section 11 Amends AS 08.62.120(a) to allow license renewal forms to be revised by the Department without the necessity of formal Board approval. This mirrors the change made in Section 7. In addition, .120(a) is amended to allow a marine pilot to renew his license if he has piloted a total of 120 days in the preceding licensing period (two years) rather than 60 days in each previous year. This will allow some flexibility for pilots who may have piloted vessels for less than 60 days in one year, but more than that in the next or prior year.

Section 12 Amends AS 08.62.150(a) to delete a reference to the maximum tariff established by the Board. The Board's authority to establish maximum tariffs expired on June 30, 1994, so this is a necessary conforming amendment.

Section 13 Amends AS 08.62.155(b) to make the Board, not the Department, able to impose a civil fine on a marine pilot organization for violations of the law. A new sentence is added to subsection (b) to make it clear that, in addition to a fine, the Board may (under certain serious conditions) also revoke its recognition of a pilot organization. This language is taken from an existing board regulation -- 12 AAC 56.320. Thus, this is not a change to existing law, but a clarification of it.

Section 14 Amends AS 08.62.157 by adding new subsections to clarify that a pilot, who is not a member of a pilot organization, shall provide pilotage services when requested under AS 08.62.160. Also, clarifies that a person licensed under this chapter who is a member of a pilot organization shall provide pilotage services to a vessel upon being dispatched by a pilot organization.

Section 15 Amends AS 08.62.165(a) to narrow a pilots unlimited liability to those instances in which a pilot is found chemically impaired or illegally uses, possesses, or sells drugs. Currently, the Board may impose a small sanction in cases involving minor pilot error. In those cases the pilot is subject to unlimited liability. Thus, it is possible that the punishment could far exceed the error.

Section 16 Amends AS 08.62.175(c) to clarify that a pilot organization can enter into agreements with the master, owner, operator, or agent of the above concerning the terms and conditions under which the pilot organization will provide pilotage services. Also, grants pilot organizations the ability to establish basic criteria for membership.

Section 17 Amends AS 08.62.175 by adding a new subsection clarifying that a pilot organization shall dispatch a pilot to provide pilotage services when requested by the representative of a vessel.

Section 18 Amends AS 08.62 adding a new section 08.62.178 regarding dispute resolution. In (a) either party may request the marine pilot coordinator to appoint an arbitrator, under AS 09.43.010 - .180, to determine reasonable compensation for services provided when an agreement has not been reached between the pilot organization and the representative of the vessel. In (b) a pilot organization or owner of a vessel or owner's authorized representative may submit a controversy to binding arbitration under AS 09.43.010 - 09.43.180

(Uniform Arbitration Act). The controversy would concern the terms or conditions, including the amount of compensation, of an existing agreement under which the pilot organization provides pilotage services.

Section 19 Amends AS 08.62.180 to clarify the types and size of foreign flagged "pleasure craft" that are exempt from pilotage requirements under existing law. The new language cross-references measurement standards established in federal law.

Section 20 Provides transition language for the Board.

Section 21 Repeals AS 08.62.093(e). The term "years of service" is not defined in 46 C.F.R. 10: it does not make sense to "cross-reference" to a definition that does not exist. The Board has adopted regulations clarifying how creditable service under AS 08.62.093 is to be calculated.

Section 22 Provides an effective date.

FISCAL NOTE

STATE OF ALASKA
1995 LEGISLATIVE SESSION

BILL NO. HB 260

Revision Date: March 17, 1995 Department: Commerce and Economic Development
 Title: An Act relating to marine pilots and the BRU: Occupational Licensing
 Board of Marine Pilots:.... Component: Operations
 Sponsor: House Transportation
 Requestor: House Transportation COMPONENT SERIAL #: 1844

Expenditures/Revenues (Thousands of Dollars)

OPERATING EXPENDITURES	FY 96	FY 97	FY 98	FY 99	FY 00	FY 01
PERSONAL SERVICES	74.1	74.1	74.1	74.1	74.1	74.1
TRAVEL	24.7	24.7	24.7	24.7	24.7	24.7
CONTRACTUAL	62.7	137.7	62.7	62.7	62.7	62.7
SUPPLIES	0.6	0.6	0.6	0.6	0.6	0.6
EQUIPMENT	0.0	0.0	0.0	0.0	0.0	0.0
LAND & STRUCTURES						
GRANTS, CLAIMS						
MISCELLANEOUS						
TOTAL OPERATING	162.1	237.1	162.1	162.1	162.1	162.1

CAPITAL EXPENDITURES						
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CHANGE IN REVENUES	6.6	382.2	6.6	307.2	6.6	307.2
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FUND SOURCE (Thousands of Dollars)

1002 Federal Receipts						
1003 GF Match						
1004 General Fund						
1005 GF/Program Receipts	162.1	137.7	162.1	162.1	162.1	162.1
1006 GF/MHTIA						
Other						
TOTAL	162.1	137.7	162.1	162.1	162.1	162.1

Estimate of any current year (FY 95) cost: \$ 0.0

POSITIONS

FULL-TIME	1	1	1	1	1	1
PART-TIME						
TEMPORARY						

ANALYSIS: (Attach a separate page if necessary)

HB 260 extends the Board of Marine Pilots to June 30, 1999 and make other amendments to the marine pilot act, AS 08.62. The costs and anticipated revenue shown above are included in the division's FY 96 operating budget request. A one time increment in the operating budget is reflected in the FY 97 column above. Fees would have to be reviewed prior to the next renewal in FY 97 to ensure full costs of the program are covered by licensing fees. New funds are not required to implement this bill.

Prepared by: Jennifer Strickler, Admin. Officer Phone: 465-2144
 Division: Occupational Licensing Date: 3/16/95
 Approved by Commissioner: William L. Hensley Date: 3/17/95
 Agency: Commerce and Economic Development

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Utermohle
3/21/95

CS FOR HOUSE BILL NO. 260()
IN THE LEGISLATURE OF THE STATE OF ALASKA
NINETEENTH LEGISLATURE - FIRST SESSION

BY

Offered:
Referred:

Sponsor(s): HOUSE TRANSPORTATION COMMITTEE

A BILL

FOR AN ACT ENTITLED

1 "An Act relating to marine pilots and the Board of Marine Pilots; extending the
2 termination date of the Board of Marine Pilots; and providing for an effective
3 date."

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

5 * Section 1. AS 08.03.010(c)(13) is amended to read:

6 (13) Board of Marine Pilots (AS 08.62.010) -- June 30, 1999 [1994];

7 * Sec. 2. AS 08.62.010 is amended to read:

8 Sec. 08.62.010. CREATION AND MEMBERSHIP OF BOARD. There is
9 created the Board of Marine Pilots. It consists of two pilots licensed under this
10 chapter who have been actively engaged in piloting on vessels subject to this chapter,
11 two industry representatives [AGENTS OR MANAGERS OF VESSELS SUBJECT
12 TO THIS CHAPTER], two public members in accordance with AS 08.01.025, and the
13 commissioner or the commissioner's designee. A person who is appointed to the
14 board as an industry representative shall be an owner, manager, or agent, or an

1 employee of an owner, manager, or agent, of a vessel subject to this chapter and
2 shall be actively engaged in obtaining pilotage services for vessels subject to this
3 chapter. Not more than one pilot and one industry representative [AGENT OR
4 MANAGER] shall be from any one pilotage region established by the board
5 [JUDICIAL DISTRICT]. All members of the board shall be residents of the state.

6 * Sec. 3. AS 08.62.040(b) is amended to read:

7 (b) The board may, by regulation, make any other provision for proper and
8 safe pilotage upon the inland and coastal water of and adjacent to the state and for the
9 efficient administration of this chapter, including establishing

10 (1) different licensing criteria for a pilotage region if justified by
11 regional differences in piloting;

12 (2) a mandatory [RANDOM] drug and alcohol testing program,
13 including random tests, post-incident tests, and tests based upon reasonable cause,
14 for pilots licensed under this chapter; the board may delegate responsibility for
15 administration of all or a portion of a testing program to pilot organizations;

16 (3) criteria for trainee selection and for training programs conducted by
17 pilot organizations; and

18 (4) standards under which a pilot may receive a license or an
19 endorsement to a license to pilot vessels in more than one pilotage region under
20 AS 08.62.080(b).

21 * Sec. 4. AS 08.62.040 is amended by adding a new subsection to read:

22 (e) The board may delegate duties to the marine pilot coordinator as necessary
23 to assist the board in administering and enforcing this chapter.

24 * Sec. 5. AS 08.62.050 is amended by adding a new subsection to read:

25 (c) In addition to other duties as may be assigned by the board, the marine
26 pilot coordinator may review applications for examination and licensure to ascertain
27 whether the applicant satisfies the applicable requirements.

28 * Sec. 6. AS 08.62.080(b) is amended to read:

29 (b) A pilot may not be licensed in more than one pilotage region at one time
30 [.] unless the commissioner [BOARD] determines that an actual or imminent,
31 chronic shortage of licensed pilots exists in a [IT IS IN THE BEST INTERESTS OF

1 THE STATE TO LICENSE PILOTS FOR PARTS OF MORE THAN ONE] pilotage
2 region. If the commissioner makes the determination described in this subsection,
3 the board may, after consultation with and concurrence by the recognized pilot
4 organizations in the affected pilotage region, issue temporary licenses for the
5 affected pilotage region to pilots who already hold a license for another pilotage
6 region. The board shall ensure that sufficient pilots are available to provide
7 pilotage services in the affected pilotage region to all vessels required to employ
8 a pilot under this chapter. A temporary license issued under this subsection is
9 valid for a period of not more than one year.

10 * Sec. 7. AS 08.62.090(b) is amended to read:

11 (b) The application shall provide the information and be made on a form
12 prescribed by the department [BOARD].

13 * Sec. 8. AS 08.62.093(b) is amended to read:

14 (b) A person who applies for a deputy marine pilot license under this chapter
15 shall provide proof satisfactory to the board of the following experience:

16 (1) one year of service as a master on ocean or coastwise vessels while
17 holding a United States Coast Guard license as master of ocean steam or motor
18 vessels of any gross tons:

19 (2) two years of service as a master on vessels of not less than 1,000
20 gross tons or tug and tow of not less than 1,600 combined gross tons while holding
21 at least a United States Coast Guard [A] license as master of steam or motor
22 vessels of not more [LESS] than 1,600 gross tons;

23 (3) two years of service as a chief officer on ocean or coastwise vessels
24 of not less than 1,600 gross tons while holding a United States Coast Guard license
25 as master of ocean steam or motor vessels of any gross tons:

26 (4) two years of service as commanding officer of United States
27 commissioned vessels of not less than 1,600 gross tons and hold a United States
28 Coast Guard [WHILE HOLDING A] license as master of ocean steam or motor
29 vessels of any gross tons; [OR]

30 (5) three years of experience as a member of a professional pilot's
31 organization, during which the person actively engaged in piloting while holding at