How can we help you today?
June 4, 2015
Brad Benfield
My agency has a pretty darn good website. How did that happen?
2000

WASHINGTON STATE DEPARTMENT OF Licensing

Washington State Motorcycle Endorsement

MOTORCYCLE INSTRUCTION PERMIT

When you are learning to operate a motorcycle on the public roadways, you must have a motorcycle instruction permit. The permit is valid for 90 days. To apply for the motorcycle permit, you must be at least 16 years of age and have a valid Washington State driver's license. The fee for a motorcycle instruction permit is $4.50.
2004

Friday, May 29, 2015

Would you like to register to vote?

Happy Birthday! Is it time to renew your driver license or report an address change to DOL?
Are you among those who have panicked after forgetting to renew your driver license and thinking you may have to pay a late penalty fee and re-take a driver test? learn more

Online rule review now available
Citizens can now participate in the rule review process online. Find out how DOL policies may be changing, and send us your comments and suggestions. DOL Rule Review

Got A Minute? - Get It Done!

Quick Clicks
- Vehicle & Vessel Tab Renewal
- Vehicle Change of Address
- Vehicle Reports of Sale
- Vehicle Excise Tax Estimator
- Personalized Plate Search
- Vehicle License Offices

Holiday Schedule | DOL FAQs Index | New To Washington?
Starting A Business | Monorail Tax FAQ | I-776 Information
Title Washing Information | 2005-07 Strategic Plan (PDF)
Emission Check Program | Contact Us
Text Version of Main Menu

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PRIVACY NOTICE INFORMATION
2008
**How can we help you today?**

<table>
<thead>
<tr>
<th>Drivers</th>
<th>Vehicles &amp; boats</th>
<th>Professions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get a driver license</td>
<td>Renew your vehicle tabs</td>
<td>Renew your professional license</td>
</tr>
<tr>
<td>Renew your driver license</td>
<td>Transfer ownership of a vehicle into your name</td>
<td>Get a professional license</td>
</tr>
<tr>
<td>Update your driver license/ID card</td>
<td>Get WA license plates</td>
<td>Look up a professional or business license</td>
</tr>
<tr>
<td>Pre-apply for your first WA driver license</td>
<td>Buying or selling a vehicle</td>
<td>Uniform Commercial Code (UCC)</td>
</tr>
<tr>
<td>... more driver &amp; ID cards</td>
<td>... more vehicles &amp; boats</td>
<td>... more professions</td>
</tr>
</tbody>
</table>

- Find offices & hours
- Move to WA?
- Get a form
- View list of licenses

**Spotlight**

DOL's role under I-594: Gun sales and transfers.
A trend we simply couldn’t ignore
The new normal: mobile first design
Steps to getting your first license: Teens 15–17 years old

License requirements
To get your driver license, you must:

- Be at least 16 years old.
- Successfully complete a driver training course.
- Have your Washington State photo instruction permit for at least 6 months.
- Not have been convicted of any traffic violations within 6 months of applying for the license.
- Not have been convicted of any alcohol or drug offense while holding an instruction permit.

How to get your license
1. Pass a driver training course.
2. Get an instruction permit.

Learn how to reinstate your license

Please provide your information so we can get your driving record and personalized instructions.

First name

Last name

Date of birth mm/dd/yyyy

WA driver license/ID card number

Eye color on license/ID card

Do you have a Social Security number?

[ ] Yes  [ ] No

Continue
Improving site content
The “Top 50” content refresh project
The “Top 50”

- Do images, video, and audio meet technical standards?
- Alt tags
- Tab order/keyboard input
- Screen reader compatibility
- Does the content have the appropriate metadata?
- Does the content follow search engine optimization (SEO) guidelines—such as using keywords—without sacrificing quality in other areas?
- Can customers find the content when searching using relevant keywords?
- Do a Google/Bing search with keywords to make sure page comes up.
- Code review - is code ok?
- Verify links are coded correctly
- Verify the correct character codes are being used
- Add the comment block at the top of the page with readability and browser check info
- Page is fine as-is or has been fixed to address technical review findings.
- Clean up old files in docs/media folders.

Add an item...
<table>
<thead>
<tr>
<th>OM2 Customer Satisfaction</th>
<th>Benfield</th>
<th>Clawson</th>
<th>Hill</th>
</tr>
</thead>
<tbody>
<tr>
<td>a Percent of customers reporting DOL in-person service meets or exceeds their ideal standards</td>
<td>93% May-Aug '13</td>
<td>91% Sep-Dec '14</td>
<td>90%</td>
</tr>
<tr>
<td>b Percent of customers reporting DOL telephone service meets or exceeds their ideal standards</td>
<td>85% May-Aug '13</td>
<td>84% Sep-Dec '14</td>
<td>85%</td>
</tr>
<tr>
<td>c Percent of customers reporting DOL Internet transactions meet or exceed their ideal standards</td>
<td>90% CY13</td>
<td>91% Jan-Mar '15</td>
<td>90%</td>
</tr>
<tr>
<td>d Percent of customers reporting information on DOL website meets or exceeds their ideal standards</td>
<td>61% CY13</td>
<td>58% Jan-Mar '15</td>
<td>80%</td>
</tr>
</tbody>
</table>

Is it working?
My original idea:
My team’s solution:

Did this page help you?

- Yes
- No

Submit
What's required if I don't want to use my WATV for on-road use anymore?
1. First you'll need to remove all the equipment that was installed.
2. After you've removed the equipment, submit the title to a vehicle licensing office and remove the on-road tab from the metal tag.
3. We'll issue a new title for the vehicle with the comment "not eligible for road use."

Do I need a driver license to operate a WATV on a public roadway?
Yes. It must be valid and you must comply with all:
• Applicable Rules of the road (leg.wa.gov), except that wheeled all-terrain vehicles may not be operated side-by-side in a single lane of traffic.
• Laws for motorcycle drivers under RCW 46.37.530 (leg.wa.gov).

Do I need a motorcycle endorsement?
No.

Related laws
• Chapter 46.09 (leg.wa.gov)
• RCW 46.17.350; License fees by vehicle type (leg.wa.gov)
• RCW 46.63.020; Violations as traffic infractions (leg.wa.gov)

Questions? Need help?
Contact us

Did this page help you?
○ Yes
○ No

Submit
Feedback from last week:

Did this page help you?

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>79.2%</td>
<td>1,602</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>20.9%</td>
<td>422</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>2,024</td>
<td></td>
</tr>
</tbody>
</table>

Pie chart showing 79.2% Yes and 20.9% No.
Did this page help you?

- [ ] Yes
- [x] No

What were you looking for?

[Text field]

Submit
Validate changes made through content refresh project:

**Before content refresh:**
Report of sale - yes/no

Did this page help you?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report of sale - yes/no</td>
<td>54.1%</td>
<td>46.0%</td>
</tr>
<tr>
<td>Total</td>
<td>74</td>
<td></td>
</tr>
</tbody>
</table>

**After content refresh:**
Report of sale - yes/no

Did this page help you?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Report of sale - yes/no</td>
<td>75.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Total</td>
<td>72</td>
<td></td>
</tr>
</tbody>
</table>
What’s next for Washington:
• Better communicate fee information
• Personalized services — information wizards
• Solidify Lean/Agile development methods

Stretch goals:
• Integrate live chat
• Global web-based form submission