



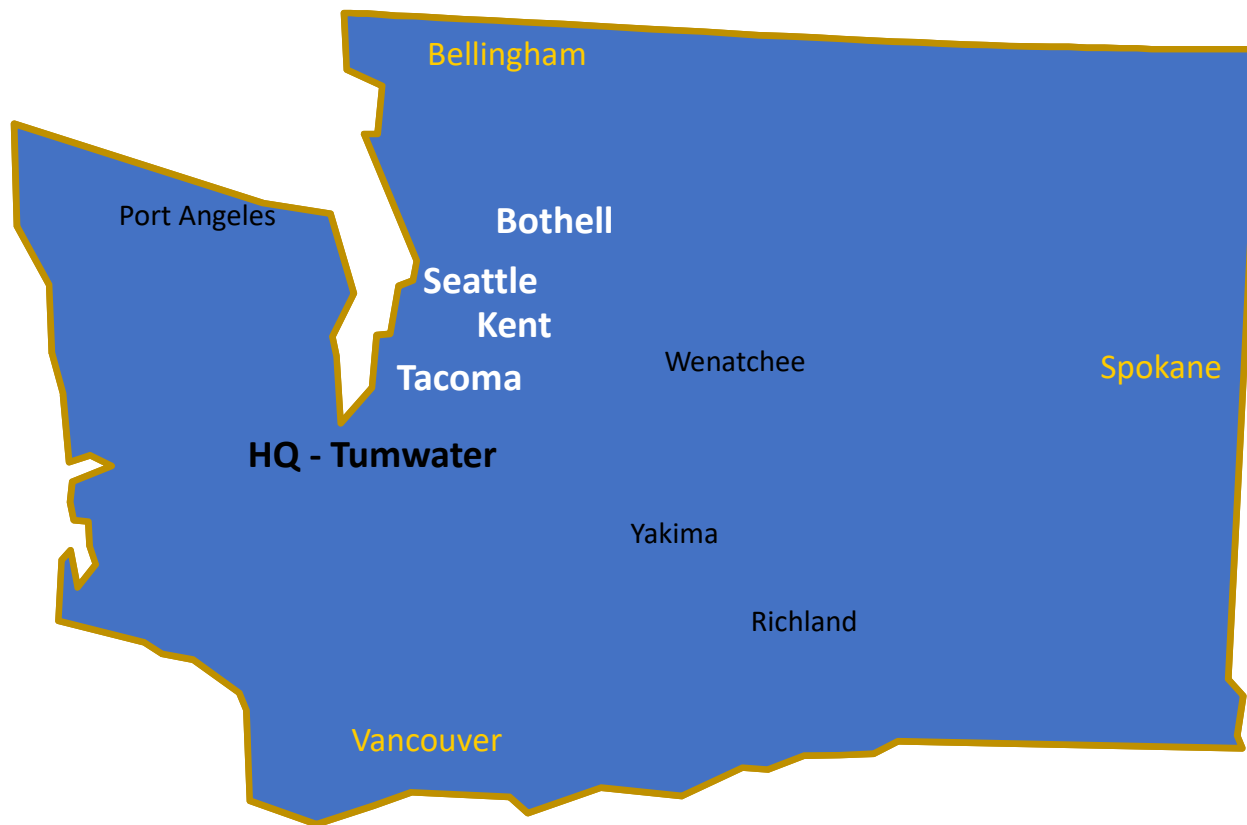
Field Office Front Counters

May 12, 2021

Business Advisory Council

Erin Lopez, Program Manager – Compliance Division

Field Office Counters



Size Category	# of Staff
Small	≤ 7
Medium	8-11
Large	≥ 18

Pre-Covid Front Counters

- Field offices across the state were open to the public Monday through Friday, 8:00 – 5:00
Exception: Port Angeles – open to the public 3 days/week
- All offices accepted cash and checks, and credit cards at self-serve kiosks only

Field Office	Number of Compliance Staff	Pre-Covid Avg Weekly Walk-in <u>C</u> heck Transactions	Pre-Covid Avg Weekly Walk-in <u>C</u> ash Transactions
Port Angeles	6	4	1 per month
Wenatchee	6	7	0
Yakima	6	18	21
Richland	7	14	10
Spokane	9	25	21
Bellingham	11	17	9
Vancouver	11	28	27
Tacoma	15	23	20
Kent	17	22	32
Seattle	21	19	19
Bothell	21	23	16

Changes during Covid – DOR Services

- All offices closed in March 2020
 - No in-person customer service or cash acceptance. All services available remotely
- Increased options – language assistance, subject experts
- Mandatory e-file for annual filers
- BLS fee increased from \$19 to \$90

Changes during Covid – Customer Behavior

- Customers learned how to utilize our website and phone centers
- Found ways to pay remotely
- Decreasing visitors to closed offices, sentiment improving

Visitors to Closed Offices



Proposed Reopening Plan – Turning the Dial

- **Appointments only**
 - Control lobby traffic
 - Locked doors
 - Keeping space for walk-ins

- **Safety Protocols**
 - Germ shields, distancing, kiosk modifications



Proposed Reopening Plan – Turning the Dial

- Front counter hours
 - Small and Medium offices: 3 days/week M,W, F, closed at lunch
 - Large offices: 4 days/week M-Th
 - Hours 8:30-4:30
- *Always open on due dates for tax returns and license and/or endorsement renewal

Proposed Reopening Plan – Turning the Dial

- Pausing cash acceptance
 - Demand/need for cash option
 - Credit card expansion, check, money order
 - BLS fee change \$19 to \$90
 - Cost of cash
 - Direct costs – time, armored car
 - Internal Controls – front counter practices, IS oversight, enterprise risk efforts
 - Decreased flexibility
 - Covid concerns with cash
 - Germs
 - Proximity requirements
 - Small cash counting rooms



Payment Method Communication Plan

- Timing
- Leveraging appointment scheduling software
 - Email and text confirmations and reminders
 - Proactive remote contacts
- Identifying former cash-paying customers



BAC Perspective

Ideas?

Thoughts?

Questions?

Suggestions?