

# Multiple Agency Fiscal Note Summary

<b>Bill Number:</b> 1648 3S HB	<b>Title:</b> Ticket sales
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## Estimated Cash Receipts

Agency Name	2023-25			2025-27			2027-29		
	GF-State	NGF-Outlook	Total	GF-State	NGF-Outlook	Total	GF-State	NGF-Outlook	Total
Office of Attorney General	0	0	11,000	0	0	312,000	0	0	312,000
Department of Licensing	0	0	0	0	0	2,143,000	0	0	1,980,000
<b>Total \$</b>	<b>0</b>	<b>0</b>	<b>11,000</b>	<b>0</b>	<b>0</b>	<b>2,455,000</b>	<b>0</b>	<b>0</b>	<b>2,292,000</b>

## Estimated Operating Expenditures

Agency Name	2023-25				2025-27				2027-29			
	FTEs	GF-State	NGF-Outlook	Total	FTEs	GF-State	NGF-Outlook	Total	FTEs	GF-State	NGF-Outlook	Total
Office of Attorney General	.2	0	0	11,000	1.1	0	0	312,000	1.1	0	0	312,000
Department of Licensing	.5	477,000	477,000	477,000	6.6	0	0	2,143,000	6.1	0	0	1,980,000
University of Washington	Fiscal note not available											
Washington State University	Fiscal note not available											
<b>Total \$</b>	<b>0.7</b>	<b>477,000</b>	<b>477,000</b>	<b>488,000</b>	<b>7.7</b>	<b>0</b>	<b>0</b>	<b>2,455,000</b>	<b>7.2</b>	<b>0</b>	<b>0</b>	<b>2,292,000</b>

## Estimated Capital Budget Expenditures

Agency Name	2023-25			2025-27			2027-29		
	FTEs	Bonds	Total	FTEs	Bonds	Total	FTEs	Bonds	Total
Office of Attorney General	.0	0	0	.0	0	0	.0	0	0
Department of Licensing	.0	0	0	.0	0	0	.0	0	0
University of Washington	Fiscal note not available								
Washington State University	Fiscal note not available								
<b>Total \$</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0</b>	<b>0</b>

## Estimated Capital Budget Breakout

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**Phone:**  
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**Date Published:**  
Preliminary 2/ 2/2024

# Individual State Agency Fiscal Note

<b>Bill Number:</b> 1648 3S HB	<b>Title:</b> Ticket sales	<b>Agency:</b> 100-Office of Attorney General
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## Part I: Estimates

No Fiscal Impact

### Estimated Cash Receipts to:

ACCOUNT	FY 2024	FY 2025	2023-25	2025-27	2027-29
Legal Services Revolving Account-State 405-1		11,000	11,000	312,000	312,000
<b>Total \$</b>		11,000	11,000	312,000	312,000

### Estimated Operating Expenditures from:

ACCOUNT	FY 2024	FY 2025	2023-25	2025-27	2027-29
FTE Staff Years	0.0	0.3	0.2	1.1	1.1
Legal Services Revolving Account-State 405-1	0	11,000	11,000	312,000	312,000
<b>Total \$</b>	0	11,000	11,000	312,000	312,000

### Estimated Capital Budget Impact:

NONE

*The cash receipts and expenditure estimates on this page represent the most likely fiscal impact. Factors impacting the precision of these estimates, and alternate ranges (if appropriate), are explained in Part II.*

Check applicable boxes and follow corresponding instructions:

- If fiscal impact is greater than \$50,000 per fiscal year in the current biennium or in subsequent biennia, complete entire fiscal note form Parts I-V.
- If fiscal impact is less than \$50,000 per fiscal year in the current biennium or in subsequent biennia, complete this page only (Part I).
- Capital budget impact, complete Part IV.
- Requires new rule making, complete Part V.

Legislative Contact: Michelle Rusk	Phone: 360-786-7153	Date: 01/29/2024
Agency Preparation: Dave Merchant	Phone: 360-753-1620	Date: 02/01/2024
Agency Approval: Edd Giger	Phone: 360-586-2104	Date: 02/01/2024
OFM Review: Val Terre	Phone: (360) 280-3973	Date: 02/01/2024

## Part II: Narrative Explanation

### II. A - Brief Description Of What The Measure Does That Has Fiscal Impact

*Significant provisions of the bill and any related workload or policy assumptions that have revenue or expenditure impact on the responding agency by section number.*

Section 1: New Section – Act title (“TSWIFT consumer protection act”).

Section 2: Amends RCW 19.345.010 – Definitions.

Section 3: New Section – Excludes a variety of entities and practices from Sections 9 and 10 of the act.

Section 4: Amends RCW 19.345.020 – Adds platforms (phones, etc.) to prohibited practices. Prohibits resale of tickets procured using automated systems that bypass pricing security measures. Adds affirmative obligation on ticket sellers to report use of software to bypass pricing security measures.

Section 5: New Section – Act covers out of state ticket sellers that sell within state.

Section 6: New Section – Adds ticket sellers required to obtain license in compliance with laws and rules adopted under this chapter.

Section 7: Amends RCW 43.24.150 – Incorporates new act.

Section 8: New Section. Department of Licensing (DOL) has authority to set fees, adopt rules, provide information to the Department of Revenue (DOR) to assist in tax collection.

Section 9: New Section – Ticket sellers (of all types) must disclose total charge to consumer prior to ticket selection; pricing information must be clear and not misleading, and must not increase during purchase process.

Section 10: New Section – Requires disclosures at time of automated purchase of right to cancel, refund policy if event canceled, transferability, seller’s contact and license information, reference to Washington State’s consumer protection laws, affiliated ticket sellers and availability on those affiliated sellers’ platforms.

Section 11: New Section – Limits restrictions on transferability and requires disclosure.

Section 12: New Section. Section – Regulates and bans deceptive Uniform Resource Locator’s (URL) that convey impression of affiliation with venue and events when none exists.

Section 13: New Section – Regulates speculative reselling practices and requires written contracts, disclosures and prompt refunds.

Section 14: New Section – Chapter 18.235 RCW (unlicensed practices) applies.

Section 15: Amends RCW 18.235.020 – Adds ticket sales to regulated activities.

Section 16: New Section – Savings clause.

Section 17: New Section – Sections 3, 5, 6, and 8 through 14 are new chapter in 19.345 RCW.

Section 18: New Section – Effective January 1, 2026.

Section 19: New Section – Findings.

## II. B - Cash receipts Impact

*Cash receipts impact of the legislation on the responding agency with the cash receipts provisions identified by section number and when appropriate, the detail of the revenue sources. Description of the factual basis of the assumptions and the method by which the cash receipts impact is derived. Explanation of how workload assumptions translate into estimates. Distinguished between one time and ongoing functions.*

Cash receipts are assumed to equal the Legal Services Revolving Account (LSRA) cost estimates. These will be billed through the revolving account to the client agency.

The client agency is the Department of Licensing (DOL). The Attorney General's Office (AGO) will bill all clients for legal services rendered.

These cash receipts represent the AGO's authority to bill and are not a direct appropriation to the AGO. The direct appropriation is reflected in the client agency's fiscal note. Appropriation authority is necessary in the AGO budget.

### AGO AGENCY ASSUMPTIONS:

DOL will be billed for non-King County rates:

FY 2025: \$11,000 for 0.1 Assistant Attorney General FTE (AAG) and 0.1 Paralegal 1 FTE (PL1)

FY 2026 and in each FY thereafter: \$156,000 for 0.6 AAG and 0.3 PL1, which includes direct litigation costs of \$1,500

## II. C - Expenditures

*Agency expenditures necessary to implement this legislation (or savings resulting from this legislation), with the provisions of the legislation that result in the expenditures (or savings) identified by section number. Description of the factual basis of the assumptions and the method by which the expenditure impact is derived. Explanation of how workload assumptions translate into cost estimates. Distinguished between one time and ongoing functions.*

Attorney General's Office (AGO) Agency Assumptions:

This bill is effective January 1, 2026.

Location of staffing is assumed to be in a non-King County office building.

Total workload impact in this request includes standard assumption costs for goods & services, travel, and capital outlays for all FTE identified.

Agency administration support FTE are included in the tables. The Management Analyst 5 FTE (MA), is used as a representative classification. An example ratio is for every 1.0 Assistant Attorney General FTE (AAG), the AGO includes 0.5 Paralegal 1 FTE (PL) and 0.4 MA.

1. Assumptions for the AGO Licensing & Administrative Law Division (LAL) for Legal Services for the Department of Licensing (DOL):

The AGO will bill DOL for legal services based on the enactment of this bill.

The bill creates a new license type, with three different endorsements (ticket seller, ticket reseller, and ticket resale marketplace), for DOL to issue and regulate. DOL estimates there will be approximately 5,000 new licensees.

The effective date of the bill is January 1, 2026, after which it will be unlawful to act as a ticket seller, ticket reseller, or ticket resale marketplace without a license (or, as the bill currently provides, without applying for a license). DOL will have to adopt rules before that date governing the issuance and regulation of licenses. DOL will require approximately 80 hours of client advice during FY 2025 to assist with rulemaking and bill implementation.

After program launch in January 2026, DOL will require approximately 40 hours of client advice annually.

Legal services will be needed on an ongoing basis for advice on defending orders, denying application or sanctioning, suspending, revoking licenses, and perhaps with drafting statements of charges. DOL estimates there will be approximately 14 appeals from license denials or disciplinary action each year, requiring approximately 80 AAG hours each to provide litigation support to and representation of DOL and \$1,500 for court reporters, copying and delivery charges related to administrative appeals.

Discipline is governed by the Uniform Business and Professions Act, chapter 18.235 RCW, which DOL is familiar with, as it governs the licensing and discipline of numerous professions that DOL regulates.

DOL will be billed for non-King County rates:

FY 2025: \$11,000 for 0.1 AAG and 0.1 PL1

FY 2026 and in each FY thereafter: \$156,000 for 0.6 AAG and 0.3 PL1, which includes direct litigation costs of \$1,500

2. The AGO Consumer Protection Division (CPR) has reviewed this bill and determined it will not increase or decrease the division’s workload. Therefore, no costs are included in this request.

3. The AGO Solicitor General’s Office (SGO) has reviewed this bill and determined it will not increase or decrease the division’s workload. Therefore, no costs are included in this request.

**Part III: Expenditure Detail**

**III. A - Operating Budget Expenditures**

Account	Account Title	Type	FY 2024	FY 2025	2023-25	2025-27	2027-29
405-1	Legal Services Revolving Account	State	0	11,000	11,000	312,000	312,000
<b>Total \$</b>			0	11,000	11,000	312,000	312,000

**III. B - Expenditures by Object Or Purpose**

	FY 2024	FY 2025	2023-25	2025-27	2027-29
FTE Staff Years		0.3	0.2	1.1	1.1
A-Salaries and Wages		8,000	8,000	210,000	210,000
B-Employee Benefits		2,000	2,000	64,000	64,000
C-Professional Service Contracts				4,000	4,000
E-Goods and Other Services		1,000	1,000	32,000	32,000
G-Travel				2,000	2,000
J-Capital Outlays					
<b>Total \$</b>	0	11,000	11,000	312,000	312,000

**III. C - Operating FTE Detail:** *List FTEs by classification and corresponding annual compensation. Totals need to agree with total FTEs in Part I and Part IIIA*

Job Classification	Salary	FY 2024	FY 2025	2023-25	2025-27	2027-29
Assistant Attorney General	129,100		0.1	0.1	0.6	0.6
Management Analyst 5	95,184		0.1	0.1	0.2	0.2
Paralegal 1	69,072		0.1	0.1	0.3	0.3
<b>Total FTEs</b>			0.3	0.2	1.1	1.1

**III. D - Expenditures By Program (optional)**

Program	FY 2024	FY 2025	2023-25	2025-27	2027-29
Licensing & Administrative Law Division (LAL)		11,000	11,000	312,000	312,000
<b>Total \$</b>		11,000	11,000	312,000	312,000

## **Part IV: Capital Budget Impact**

### **IV. A - Capital Budget Expenditures**

NONE

### **IV. B - Expenditures by Object Or Purpose**

NONE

### **IV. C - Capital Budget Breakout**

*Acquisition and construction costs not reflected elsewhere on the fiscal note and description of potential financing methods.*

NONE

### **IV. D - Capital FTE Detail:** *FTEs listed by classification and corresponding annual compensation. Totals agree with total FTEs in Part IVB.*

NONE

## **Part V: New Rule Making Required**

*Provisions of the bill that require the agency to adopt new administrative rules or repeal/revise existing rules.*

# Individual State Agency Fiscal Note

<b>Bill Number:</b> 1648 3S HB	<b>Title:</b> Ticket sales	<b>Agency:</b> 240-Department of Licensing
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## Part I: Estimates

No Fiscal Impact

### Estimated Cash Receipts to:

ACCOUNT	FY 2024	FY 2025	2023-25	2025-27	2027-29
Business and Professions Account-State 06L-1				2,143,000	1,980,000
<b>Total \$</b>				2,143,000	1,980,000

### Estimated Operating Expenditures from:

	FY 2024	FY 2025	2023-25	2025-27	2027-29
FTE Staff Years	0.0	1.0	0.5	6.6	6.1
<b>Account</b>					
General Fund-State 001-1	0	477,000	477,000	0	0
Business and Professions Account-State 06L-1	0	0	0	2,143,000	1,980,000
<b>Total \$</b>	0	477,000	477,000	2,143,000	1,980,000

### Estimated Capital Budget Impact:

NONE

*The cash receipts and expenditure estimates on this page represent the most likely fiscal impact. Factors impacting the precision of these estimates, and alternate ranges (if appropriate), are explained in Part II.*

Check applicable boxes and follow corresponding instructions:

- If fiscal impact is greater than \$50,000 per fiscal year in the current biennium or in subsequent biennia, complete entire fiscal note form Parts I-V.
- If fiscal impact is less than \$50,000 per fiscal year in the current biennium or in subsequent biennia, complete this page only (Part I).
- Capital budget impact, complete Part IV.
- Requires new rule making, complete Part V.

Legislative Contact: Michelle Rusk	Phone: 360-786-7153	Date: 01/29/2024
Agency Preparation: Gina Rogers	Phone: 360-634-5036	Date: 02/02/2024
Agency Approval: Collin Ashley	Phone: (564) 669-9190	Date: 02/02/2024
OFM Review: Kyle Siefering	Phone: (360) 995-3825	Date: 02/02/2024



## Part II: Narrative Explanation

### II. A - Brief Description Of What The Measure Does That Has Fiscal Impact

*Significant provisions of the bill and any related workload or policy assumptions that have revenue or expenditure impact on the responding agency by section number.*

Per RCW 43.24.086, the cost of administering professional and business licensing programs must be funded by those industry's licensing fees. Cash receipt impacts are driven by fee increases to satisfy this requirement beginning in the biennium the license is implemented.

Creates a new licensing program for ticket sales.

CHANGES FROM 2SHB 1648 TO 3SHB 1648

- Updates definitions for “admission ticket”, “all-in price”, “base price”, “face value”, “internet domain name”, “ticket resale marketplace” and “ticket reseller”
- Excludes 10 categories of entities/individuals from the bill’s requirements and makes professional athletic teams subject to requirements
  - o All provisions (other than specified consumer and price disclosure requirements) now apply to agricultural fairs, public/private K-12 schools, higher education institutions, nonprofit cultural institutions, movie theaters, collegiate athletic teams, charitable corporations, and federally recognized tribes
- Clarifies intention on the prohibition of the use/sale of software to evade a ticket seller’s security measures
- Expands the scope of actions considered a per se violation of the Consumer Protection Act
- Modifies provisions related to ticket sales licenses:
  - o Requires licenses for ticket resale marketplaces
  - o Removes requirement that licensees maintain a permanent place of business in WA
  - o Removes data reporting requirements
  - o Requires licensees to register for a business license with the SOS and DOR
  - o Replaces disciplinary provisions with existing mechanisms under URBP
  - o Removes express licensing fees
  - o State that ticket sales licenses must include an endorsement from DOL indicating whether they are a:
    - ? Ticket seller
    - ? Ticket reseller
    - ? Ticket resale marketplace
  - o Removes the prohibition on individuals holding more than 2 ticket sales licenses or transferring a license without written permission from DOL
- Applies consumer disclosure requirements to ticket resale marketplaces
- Removes limitations on delivery fees and dynamic pricing
- Requires ticket sellers selling non-transferrable tickets to provide a transferable ticket option
- Prohibits ticket seller, reseller, and resale marketplace websites from using certain internet domain names
- Limits circumstances in which a ticket reseller may sell a speculative ticket
- Specifies that certain individuals and employees of ticket sellers, resellers, or ticket resale marketplaces are not subject to the requirements except provisions prohibiting software use to evade security measures
- Removes provisions allowing ticket resellers to use certain tentative ticket policies
- Removes the preemption clause and changes the effective date to January 1, 2026

### II. B - Cash receipts Impact

*Cash receipts impact of the legislation on the responding agency with the cash receipts provisions identified by section number and when appropriate, the detail of the revenue sources. Description of the factual basis of the assumptions and the method by which the cash receipts impact is derived. Explanation of how workload assumptions translate into estimates. Distinguished between one time and ongoing functions.*

Please see attached fiscal note.

### II. C - Expenditures

Agency expenditures necessary to implement this legislation (or savings resulting from this legislation), with the provisions of the legislation that result in the expenditures (or savings) identified by section number. Description of the factual basis of the assumptions and the method by which the expenditure impact is derived. Explanation of how workload assumptions translate into cost estimates. Distinguished between one time and ongoing functions.

Please see attached fiscal note.

### Part III: Expenditure Detail

#### III. A - Operating Budget Expenditures

Account	Account Title	Type	FY 2024	FY 2025	2023-25	2025-27	2027-29
001-1	General Fund	State	0	477,000	477,000	0	0
06L-1	Business and Professions Account	State	0	0	0	2,143,000	1,980,000
<b>Total \$</b>			0	477,000	477,000	2,143,000	1,980,000

#### III. B - Expenditures by Object Or Purpose

	FY 2024	FY 2025	2023-25	2025-27	2027-29
FTE Staff Years		1.0	0.5	6.6	6.1
A-Salaries and Wages		89,000	89,000	887,000	798,000
B-Employee Benefits		29,000	29,000	337,000	308,000
C-Professional Service Contracts					
E-Goods and Other Services		359,000	359,000	907,000	862,000
G-Travel				12,000	12,000
J-Capital Outlays					
M-Inter Agency/Fund Transfers					
N-Grants, Benefits & Client Services					
P-Debt Service					
S-Interagency Reimbursements					
T-Intra-Agency Reimbursements					
9-					
<b>Total \$</b>	0	477,000	477,000	2,143,000	1,980,000

#### III. C - Operating FTE Detail: *List FTEs by classification and corresponding annual compensation. Totals need to agree with total FTEs in Part I and Part IIIA*

Job Classification	Salary	FY 2024	FY 2025	2023-25	2025-27	2027-29
Customer Service Specialist 2	48,864				2.0	2.0
Investigator 2	65,748				0.5	0.5
Investigator 4	84,192				0.3	0.3
Management Analyst 4	86,208		1.0	0.5	0.5	
PROFESSIONAL LICENSING REPRESENTATIVE 1	55,224				1.0	1.0
PROFESSIONAL LICENSING REPRESENTATIVE 2	67,380				1.8	1.8
WMS1	108,000				0.3	0.3
WMS2	120,000				0.1	0.1
WMS3	122,400				0.1	0.1
<b>Total FTEs</b>			1.0	0.5	6.6	6.1

#### III. D - Expenditures By Program (optional)

NONE

### Part IV: Capital Budget Impact

#### IV. A - Capital Budget Expenditures

NONE

**IV. B - Expenditures by Object Or Purpose**

NONE

**IV. C - Capital Budget Breakout**

*Acquisition and construction costs not reflected elsewhere on the fiscal note and description of potential financing methods.*

NONE

**IV. D - Capital FTE Detail:** *FTEs listed by classification and corresponding annual compensation. Totals agree with total FTEs in Part IVB.*

NONE

**Part V: New Rule Making Required**

*Provisions of the bill that require the agency to adopt new administrative rules or repeal/revise existing rules.*

Rulemaking is required to establish licensing and renewal fees and any new rules necessary to implement the provisions of this new chapter.

# Individual State Agency Fiscal Note

Agency 240 – Department of Licensing

Bill Number: 3SHB 1648

Bill Title: Ticket Sales

**Part 1: Estimates**

**No Fiscal Impact**

**Estimated Cash Receipts:**

Per RCW 43.24.086, the cost of administering professional and business licensing programs must be funded by those industry’s licensing fees. Cash receipt impacts are driven by fee increases to satisfy this requirement beginning in the biennium the license is implemented.

Revenue	Fund	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
Business and Professions	06L	-	-	-	2,143,000	1,980,000
<b>Account Totals</b>		-	-	-	<b>2,143,000</b>	<b>1,980,000</b>

**Estimated Expenditures:**

Operating Expenditures	Fund	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
Business and Professions	06L	-	-	-	2,143,000	1,980,000
General Fund State	001	-	477,000	477,000	-	-
<b>Account Totals</b>		-	<b>477,000</b>	<b>477,000</b>	<b>2,143,000</b>	<b>1,980,000</b>

*The revenue and expenditure estimates on this page represent the most likely fiscal impact. Factors impacting the precision of these estimates and alternate ranges (if appropriate), are explained in Part II.*

Check applicable boxes and follow corresponding instructions.

- If the fiscal impact is **less than \$50,000** per fiscal year in the current biennium or in subsequent biennia, complete this page only (Part I).
- If fiscal impact is **greater than \$50,000** per fiscal year in the current biennium or in subsequent biennia, complete entire fiscal note form Parts I-V.
- Capital budget impact, complete Part IV.
- Requires new rule making, complete Part V.

Legislative Contact: Michelle Rusk	Phone: (360) 786-7153	Date:
Agency Preparation: Gina Rogers	Phone: (360) 634-5036	Date: 2/1/24
Agency Approval: Collin Ashley	Phone: (360) 634-5384	Date: 2/1/24

Request #	3
Bill #	1648

## Part 2 – Explanation

Creates a new licensing program for ticket sales.

### **2.A – Brief Description Of What The Measure Does That Has Fiscal Impact**

#### **2.B - Cash receipts Impact**

Revenue	Fund	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
Business and Professions	06L	-	-	-	2,143,000	1,980,000
<b>Account Totals</b>		-	-	-	<b>2,143,000</b>	<b>1,980,000</b>

Per RCW 43.24.086, the cost of administering professional and business licensing programs must be funded by those industry's licensing fees. Cash receipt impacts are driven by fee increases to satisfy this requirement beginning in the biennium the license is implemented.

Revenue will not start generating until 1/1/2026 when license is implemented.

#### **2.C – Expenditures**

Operating Expenditures	Fund	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
Business and Professions	06L	-	-	-	2,143,000	1,980,000
General Fund State	001	-	477,000	477,000	-	-
<b>Account Totals</b>		-	<b>477,000</b>	<b>477,000</b>	<b>2,143,000</b>	<b>1,980,000</b>

Per RCW 43.24.086, the cost of administering professional and business licensing programs must be funded by those industry's licensing fees. However, the license revenue does not begin until 1/1/2026, so State General Fund is required to fund these requirements.

#### **Information Services:**

The agency will use appropriated funds to hire contract programmers to accomplish this work or to support current staff implementing this legislation within the required timeline. Appropriated funds may also be used to hire agency temporary staff to support permanent staff assigned to this legislative effort.

Any change requires a process to ensure changes are correctly applied to the system. This involves Project Managers that manage the team that completes the update, business analyst that documents and reviews the system changes, architect services that analyzes how the update could have an effect on other systems or DOL processes, developers who create the change, and testers and quality assurance teams that ensure the update is working correctly.

Cost Category	Description	Rate	2024	2025	2026	2027	2028	2029	Total Cost
TESTER	Test to verify individual components meet requirements; ensure that other business transactions have not been impacted.	\$ 27,144	-	84,100	-	-	-	-	84,100
BUSINESS ANALYST	Determine business requirements; translate requirements into what changes are needed to various systems including account codes, inventory codes, testing considerations, etc.	\$ 19,836	-	17,900	-	-	-	-	17,900
PROJECT MANAGER	Manage schedule and contracts	\$ 34,452	-	24,100	-	-	-	-	24,100
SECURITY AND ARCHITECT SERVICES	Create the conceptual model that defines the structure, behavior and framework of a computerized system including a breakdown of the system into components, the component interactions and interfaces (including with the environment, especially the user), and the technologies and resources to be used in the design.	\$ 19,836	-	9,900	-	-	-	-	9,900
DEVELOPERS	Modify programming and coding to all major systems	\$ 22,968	-	6,900	-	-	-	-	6,900
Trainer	Trains business partners and employees in new system processes and capabilities.	\$ 27,144	-	24,400	-	-	-	-	24,400
Project Contingency	Office of the Chief Information Officer designated rate of 10%	\$ 29,824	-	16,700	-	-	-	-	16,700
<b>Totals</b>			-	<b>184,000</b>	-	-	-	-	<b>184,000</b>

### What IS Will Implement:

- Create a new Ticket Seller business profession POLARIS.
- Create three endorsements for new profession and require at least one for licensure.
- Create ability for applicants to submit applications for new, renewal and reinstatement applications and account change requests electronically or with paper application.
- Update system to allow staff to process applications, issue licenses with endorsements, and perform compliance activities.
- Create new fees.
- Add new profession to standard notifications.
- Update scanners to route paper applications to licensing system.

### Support Services:

Agency Administrative Overhead is included at a rate of 23.4 percent of the direct program costs. This funding received covers agency-wide functions such as vendor payments, contract administration, financial management, mail processing, equipment management, help desk support, and technical assistance to DOL employees. These indirect costs are shown under object E.

### Part 3 – Expenditure Detail

#### 3.A – Operating Budget Expenditures

Operating Expenditures	Fund	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
Business and Professions	06L	-		-	1,153,000	1,980,000
General Fund State	001		477,000	477,000		
<b>Account Totals</b>		-	<b>477,000</b>	<b>477,000</b>	<b>1,153,000</b>	<b>1,980,000</b>

**3.B – Expenditures by Object or Purpose**

Object of Expenditure	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
FTE Staff Years	0.0	1.0	0.5	6.6	6.1
Salaries and Wages	-	89,000	89,000	887,000	798,000
Employee Benefits	-	29,000	29,000	337,000	308,000
Goods and Services	-	359,000	359,000	907,000	862,000
Travel	-	-	-	12,000	12,000
<b>Total By Object Type</b>	<b>-</b>	<b>477,000</b>	<b>477,000</b>	<b>2,143,000</b>	<b>1,980,000</b>

  

Object E - Description	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
EA - General Office Supplies	-	230	230	2,990	2,760
EB - Phone/Install/Usage	-	830	830	10,890	10,060
EC - Utilities	-	430	430	5,670	5,240
ED - Facility/Lease Costs	-	5,440	5,440	71,840	66,400
EE - Repairs, Alterations & Maintenance	-	1,210	1,210	16,020	14,800
EG - Training	-	160	160	2,120	1,960
EH - Manage Print Services	-	830	830	10,930	10,100
EK - Facilities and Services	-	1,260	1,260	16,640	15,380
EM - Attorney Gen Svcs/Costs	-	11,000	11,000	312,000	312,000
ER - Contracted Costs	-	117,090	117,090	6,250	5,780
ER - Application Programmers	-	184,000	184,000	-	-
EY - Software Maintenance	-	3,440	3,440	45,370	41,940
EZ - Other Goods & Svcs	-	33,510	33,510	406,160	375,220
<b>Total Goods &amp; Services</b>	<b>-</b>	<b>359,000</b>	<b>359,000</b>	<b>907,000</b>	<b>862,000</b>

Object E table includes standard wrap around services for FTE costs in addition to contracted and ISD estimates.

Attorney General impacts are captured in object EM from Attorney General Office’s fiscal note:

DOL will be billed for non-King County rates:

FY 2025: \$11,000 for 0.1 AAG and 0.1 PL1

FY 2026 and in each FY thereafter: \$156,000 for 0.6 AAG and 0.3 PL1, which includes direct litigation costs of \$1,500

The system changes identified impact an existing Commercial Off the Shelf (COTS) product and require modifications by the vendor. The design, development and configuration services are estimated to cost \$116,620 (one time, object ER).

Ongoing maintenance, \$470 FY 25, \$6,250 25-27, \$5,780 ongoing starting 27-29.

Travel: Assumed travel for site visits that include audit, compliance, and education. \$12,000 biennium (ongoing).

**3.C – FTE Detail**

Staffing requirements for customer service, licensing, regulatory compliance, commission support and rulemaking are based on relative support for current professions.

Staffing	Salary	FY 24	FY 25	23-25 Total	25-27 Total	27-29 Total
Customer Service Specialist 2	48,864	0.0	0.0	0.0	2.0	2.0
PROFESSIONAL LICENSING REPRES	55,224	0.0	0.0	0.0	1.0	1.0
PROFESSIONAL LICENSING REPRES	67,380	0.0	0.0	0.0	1.8	1.8
Investigator 2	65,748	0.0	0.0	0.0	0.5	0.5
Investigator 4	84,192	0.0	0.0	0.0	0.3	0.3
Management Analyst 4	86,208	0.0	1.0	0.5	0.5	0.0
WMS1	108,000	0.0	0.0	0.0	0.3	0.3
WMS2	120,000	0.0	0.0	0.0	0.1	0.1
EMS3	122,400	0.0	0.0	0.0	0.1	0.1
<b>Total FTE</b>		<b>0.0</b>	<b>1.0</b>	<b>0.5</b>	<b>6.6</b>	<b>6.1</b>

**Licensing & Customer Support Services: Start 7/1/2025**

Quantity	Title	Job description	Ongoing or Project
2	Customer Service Specialist 2	Provides customer service support on phones, email, and written correspondence.	Ongoing
1	Professional Licensing Rep 1	Reviews and processes licensing initial and renewal applications.	Ongoing
.5	Professional Licensing Rep 2	Supervises and oversees day to day operations of licensing and system support implementation and support to administer a new licensing program.	Ongoing
.3	WMS1	Provides overall program management and support of a new licensing program.	Ongoing
.1	WMS2	Provides long term goals, strategic direction, and program support.	Ongoing
.1	EMS3	Provides long term goals, strategic direction, and program support.	Ongoing

**Central Investigations and Audits Unit: Start 7/1/2025**

1	Professional Licensing Rep 2	Process intake complaints, evaluate for relevancy, provide consumer guidance and direction to the AGO consumer complaints division.	Ongoing
.5	Investigator 2	Conduct investigations associated with complaints filed tied to consumer complaints and/or business entities.	Ongoing
.3	Investigator 4	Supervise and provide escalated regulatory support.	Ongoing

**Regulatory Compliance/UCC/Firearms Section: Start 7/1/2025**

.3	Professional Licensing Rep 2	Regulatory compliance, facilitate due process, monitoring of sanctions and direction to the AGO consumer complaints division.	Ongoing
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**Rulemaking Section: Start 7/1/2024**

1	Management Analyst 4	Provides senior level professional analysis; coordinates and conducts rulemaking to implement new changes; support stakeholder outreach; and assists with process and policy development.	24 Month Project
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#### **Part 4 – Capital Budget Impact**

None.

#### **Part 5 – New Rule Making Required**

Rulemaking is required to establish licensing and renewal fees and any new rules necessary to implement the provisions of this new chapter.



# Multiple Agency Ten-Year Analysis Summary

<b>Bill Number</b> 1648 3S HB	<b>Title</b> Ticket sales
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This ten-year analysis is limited to the estimated cash receipts associated with the proposed tax or fee increases.

## Estimated Cash Receipts

	Fiscal Year 2024	Fiscal Year 2025	Fiscal Year 2026	Fiscal Year 2027	Fiscal Year 2028	Fiscal Year 2029	Fiscal Year 2030	Fiscal Year 2031	Fiscal Year 2032	Fiscal Year 2033	2024-33 TOTAL
Office of Attorney General	0	0	0	0	0	0	0	0	0	0	0
Department of Licensing	0	0	1,153,000	990,000	990,000	990,000	990,000	990,000	990,000	990,000	8,083,000
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1,153,000</b>	<b>990,000</b>	<b>990,000</b>	<b>990,000</b>	<b>990,000</b>	<b>990,000</b>	<b>990,000</b>	<b>990,000</b>	<b>8,083,000</b>



# Ten-Year Analysis

<b>Bill Number</b> 1648 3S HB	<b>Title</b> Ticket sales	<b>Agency</b> 100 Office of Attorney General
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This ten-year analysis is limited to agency estimated cash receipts associated with the proposed tax or fee increases. The Office of Financial Management ten-year projection can be found at <http://www.ofm.wa.gov/tax/default.asp>.

## Estimates

**No Cash Receipts**                       **Partially Indeterminate Cash Receipts**                       **Indeterminate Cash Receipts**

<b>Name of Tax or Fee</b>	<b>Acct Code</b>												
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Agency Preparation: Dave Merchant	Phone: 360-753-1620	Date: 2/1/2024 11:48:32 am
Agency Approval: Edd Giger	Phone: 360-586-2104	Date: 2/1/2024 11:48:32 am
OFM Review:	Phone:	Date:



# Ten-Year Analysis

<b>Bill Number</b> 1648 3S HB	<b>Title</b> Ticket sales	<b>Agency</b> 240 Department of Licensing
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This ten-year analysis is limited to agency estimated cash receipts associated with the proposed tax or fee increases. The Office of Financial Management ten-year projection can be found at <http://www.ofm.wa.gov/tax/default.asp>.

## Estimates

**No Cash Receipts**
                         
  **Partially Indeterminate Cash Receipts**
                         
  **Indeterminate Cash Receipts**

## Estimated Cash Receipts

Name of Tax or Fee	Acct Code	Fiscal Year 2024	Fiscal Year 2025	Fiscal Year 2026	Fiscal Year 2027	Fiscal Year 2028	Fiscal Year 2029	Fiscal Year 2030	Fiscal Year 2031	Fiscal Year 2032	Fiscal Year 2033	2024-33 TOTAL
	061			1,153,000	990,000	990,000	990,000	990,000	990,000	990,000	990,000	8,083,000
<b>Total</b>				1,153,000	990,000	990,000	990,000	990,000	990,000	990,000	990,000	8,083,000
<b>Biennial Totals</b>				2,143,000		1,980,000		1,980,000		1,980,000		8,083,000

## Narrative Explanation (Required for Indeterminate Cash Receipts)

Per RCW 43.24.086, the cost of administering professional and business licensing programs must be funded by those industry's licensing fees, the license revenue begins 1/1/2026.

Agency Preparation: Gina Rogers	Phone: 360-634-5036	Date: 2/2/2024 3:40:38 pm
Agency Approval: Collin Ashley	Phone: (564) 669-9190	Date: 2/2/2024 3:40:38 pm
OFM Review:	Phone:	Date: