



**STATE OF WASHINGTON**  
**OFFICE OF FINANCIAL MANAGEMENT**

STATE HUMAN RESOURCES DIVISION | DIRECTOR'S REVIEW PROGRAM  
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December 13, 2013

TO: Teresa Parsons, SPHR  
Director's Review Program Supervisor

FROM: Kris Brophy, SPHR  
Director's Review Program Investigator

SUBJECT: Julie Brill v. Department of Licensing (DOL)  
Allocation Review Request ALLO-13-026

This position review was based on the work performed for the six-month period prior to July 26, 2012, the date DOL Human Resources (DOL HR) received Ms. Brill's request for a position review. As the Director's Review Investigator, I carefully considered all of the documentation in the file, the exhibits, and the written comments provided by both parties. Based on my review and analysis of Ms. Brill's assigned duties and responsibilities, I conclude her position is properly allocated to the Customer Service Specialist 2 (CSS 2) classification.

**Background**

On July 26, 2012, DOL HR received Ms. Brill's Position Review Request (PRR), requesting that her Customer Service Specialist 2 (CSS 2) position be reallocated to Customer Service Specialist 3 (CSS 3) class (Exhibit B-4).

DOL HR conducted a position review and notified Ms. Brill on February 22, 2013 that her position was properly allocated to the CSS 2 class (Exhibit B-2).

On March 18, 2013, State Human Resources, OFM received Ms. Brill's request for a Director's review of DOL's allocation determination (Exhibit A-1).

On October 22, 2013, I conducted a combined Director's review conference with Valerie Anundson, Julie Brill, and Joel Williams. Also present for the conference were Lisa Goldschmidt, Council Representative, WFSE; Sherri Clarke, Classification and Compensation Manager, WFSE; Lynette Glassburn, Manager, Suspensions, DOL; Gary Thiel, Customer Service Specialist 4, DOL; Wendy Malloy, Personnel Operations Manager, DOL; Brett Alongi, Human Resource Consultant, DOL; and Shelby Krismer- Harada, Human Resource Consultant, DOL.

Ms. Brill submitted an additional exhibit during the review conference. Following the review conference each party submitted additional information. The final response from DOL was received on November 7, 2012. All of this information has been added to the record and incorporated as exhibits to the file.

### **Rationale for Director's Determination**

The purpose of a position review is to determine which classification best describes the overall duties and responsibilities of a position. A position review is neither a measurement of the volume of work performed, nor an evaluation of the expertise with which that work is performed. A position review is a comparison of the duties and responsibilities of a particular position to the available classification specifications. This review results in a determination of the class that best describes the overall duties and responsibilities of the position. Liddle-Stamper v. Washington State University, PAB Case No. 3722-A2 (1994).

### **Duties and Responsibilities**

Ms. Brill is a member of the Administrative Action team working the Suspensions Unit of the Drivers Record Section of the Program and Services Division of DOL. Ms. Brill reports to Mr. Gary Thiel, Customer Service Specialist 4.

The purpose of Ms. Brill's position is to maintain accurate drivers' records with primary responsibility for Deferred Prosecutions and Minor in Possession processing. Ms. Brill makes changes and updates to drivers' records. She reviews documentation to ensure changes to drivers' records are in compliance with licensing laws, regulations, policies and procedures. This includes analyzing drive records, notifying drivers, and taking appropriate administrative action regarding pending revocations, suspensions, disqualifications, and other licensing actions based on the individual's driving record. Ms. Brill has signature authority for issuing temporary licenses. She works with internal and external customers including drivers, prosecuting and defense attorneys, law enforcement agencies, state, federal and municipal entities, and other programs and program staff within DOL.

Ms. Brill describes her major job duties in the PRR as follows:

**65% Duty:**

Accurately enter deferred prosecution, minor in possession convictions/diversions, sworn reports from Washington State Law Enforcement and court conviction information received from Washington State courts and diversion agencies correctly onto driver records. Understand policies and procedures so documents are processed correctly.

**Tasks:**

I verify the accuracy of any legal documents processed and status of the customer's drive record to maintain credibility for the department. I serve as a senior customer services specialist by handling complex, cross-agency customer problems. I interact with court personnel in regards to legal documents and requirements of DOL for processing documentation. I educate internal and external customers, court personnel, and law enforcement on complicated driver licensing laws along with DOL policies and procedures.

I process documents received from Washington State Law Enforcement and the Washington State Court systems to be entered on driver's records. I analyze driver records to be able to take appropriate action, by determining codes, start

dates, and length of suspensions. I verify that every document is entered on to the correct drivers' record.

I send letters to those drivers explaining suspensions, revocations, and disqualifications that coincide with the offense and/or conviction of incidents that the driver has been involved in.

I am held accountable for my entries on to the driver records.

I interpret agency-related laws, policies, and procedures.

20% **Duty:**

I analyze and respond to driver record customer complaints, requests, and inquiries via telephone, email and written correspondence. Respond to subpoenas to testify on behalf of the department.

**Tasks:**

I research complex issues relating to the status of a driver on a specific date in order to assure the accuracy of the drive record and to testify for the department.

I access the driver record database to research, analyze, and determine eligibility of driving privileges in relation to suspensions, revocations, disqualifications, and cancellations to assist customers in resolving complaints and problems that can impact the personal or commercial driving privilege.

I correspond with courts, attorneys, internal and external customers, and individuals in regards to the drivers' records as a subject matter expert.

I research complex issues relating to the status of a driver on a specific date in order to assure the accuracy of the drive record and to testify for the department.

I perform complex record changes to the drive record after thorough and extensive research.

10% **Duty:**

I mentor coworkers and lower level staff in client/customer relations and problem resolution. Compose original written correspondence to drivers in regards to suspensions and revocations.

**Tasks:**

I train unit staff on procedures for Deferred Prosecution and Minor in Possession. I compose letters for corrected copy letters that must be sent to the driver if changes are made to their record.

5% **Duty:**

I image any documentation or correspondence sent to the driver into the DOL imaging system. As legislative changes take place, I give input as it relates to Deferred Prosecutions and Minor in Possessions. I am required to maintain and update procedure manuals as it pertains to these changes.

**Tasks:**

Make sure that any documentation sent to the driver has an electronic copy for retrieval. Including copying, emailing, and sorting.

Make sure that any legislative changes are made to the procedure manual.

In the Position Review Request Supplemental Information form (Exhibit B-5), Ms. Brill indicates the following changes have occurred with respect to her assigned duties and responsibilities:

- The scope of my duties and responsibilities have changed in complexity since my last review.
- As a senior customer service specialist in the Driver Records section of the Department of Licensing (DOL) I mentor, coach and train staff in regards to Deferred Prosecutions and Minor in Possession revocations/releases as well as other procedures within the suspensions unit.
- Due to constant legislative change, I work with new and complex changes to statute that affect the DUI, Ignition Interlock License (IIL) and Ignition Interlock Devices (IID) laws. Upon request I review the proposed legislature [sic] and submit ideas for changes to agency policies and procedures as they apply.
- In the past year, I have started work with new electronic applications such as Internal Driver Information Processing System (IDIPS) and Department of Licensing, License Integration System (DOLLI).
- I am required to maintain and update procedure manuals as it pertains to these changes.

Supervisor's Comments

Mr. Thiel completed the supervisor's portion of the PRR and indicates that Ms. Brill's description of her assigned duties and responsibilities is accurate and complete.

Mr. Thiel stated during the review conference that Ms. Brill independently plans, organizes and prioritizes her day-to-day work tasks based on the work that comes to the unit and that he generally provides guidance and assistance to Ms. Brill only if she has a specific question regarding a complex or unusual situation. He also stated that each customer support specialist working on his team, including Ms. Brill, is asked to look at the agency's processes and procedures with respect to their assigned work and make recommendations to him regarding process improvement concerning their assigned functions.

Ms. Lynette Glassburn, Licensing Services Manager, is Ms. Brill's second level supervisor. During the review conference she indicated there is no designated trainer within the Suspensions Unit and that staff, including Ms. Brill, provide on-the-job cross-training to other co-workers as needed. Ms. Brill stated during the review conference that she provided ongoing informal training regarding the MIP process to two lower level CSS staff on her team during the review period.

### **Summary of Ms. Brill's Perspective**

Ms. Brill asserts she serves as a senior customer service specialist handling complex, cross agency customer relations that include stakeholders such as the Washington State Patrol (WSP) and Washington State Administrative Office of the Courts (AOC). Ms. Brill asserts that she uses her advanced knowledge of driver licensing policies and procedures to review and maintain accurate records of drivers' criminal traffic offenses and to respond to calls from the courts regarding deferred prosecution forms and other related activities.

Ms. Brill asserts she provides quality customer service by providing timely, accurate, friendly, and thorough answers to internal and external customer concerns via email, telephone, written correspondence, and face-to-face interaction.

Ms. Brill asserts she performs senior-level functions through her designation as a Custodian of Record by the agency director. She states she is required to testify in court as an expert witness on behalf of the DOL regarding driver licensing, suspensions, revocations and eligibility. Ms. Brill asserts she is responsible for understanding and interpreting state and federal guidelines as it relates to her position within the DOL.

Ms. Brill asserts she mentors and trains lower level staff and internal customers in various aspects of client/customer relations and problem resolution, and multi-dimensional process or procedural problems. This includes mentoring and training DOL employees on processing court documents received to verify accuracy and intent. She asserts she also mentors and consults with staff regarding her experiences in a court setting and interprets agency-related laws, policies, and procedures and helps her coworkers understand these items.

For these reasons Ms. Brill asserts her position should be reallocated to the CSS 3 class.

### **Summary of DOL's reasoning**

DOL asserts the level and scope of Ms. Brill's duties and responsibilities do not meet the requirements of the CSS 3 class. DOL asserts Ms. Brill's duties do not involve resolving complex or unusual situations that are outside of the scope of the verification process as a regular and ongoing focus of her position.

DOL asserts the majority of work Ms. Brill performs falls within the scope of work at the CSS2 level. DOL asserts Ms. Brill follows prescribed procedures to review Abstract Driving Records (ADRs) and other records in order to enter deferred prosecution, minor in possession convictions and other offenses associated with her assigned administrative action responsibilities. DOL asserts Ms. Brill independently verifies drivers record documents based on interpretation of information and the language of the law and the agency's internal drivers record review procedures. She uses her judgment to enter information following established

agency policies and procedures to process deferred prosecutions and minor in possession convictions.

DOL asserts Ms. Brill's position is not designated as a mentor. DOL acknowledges that Ms. Brill consults at times with other agency internal staff regarding process or procedural problems. DOL acknowledges that when a coworker or supervisor has questions on how to handle certain calls, process a particular document from the court, or make necessary corrections to ensure a record is complete and accurate, Ms. Brill assists or makes the necessary corrections. DOL asserts this work falls within the CSS 2 scope of responsibility.

DOL contends the majority of Ms. Brill's job duties are consistent with the Definition and job duties described in the Customer Service Specialist 2 class.

### Comparison of Duties

When comparing the assignment of work and level of responsibility to the available class specifications, the Class Series Concept (if one exists) followed by the Definition and Distinguishing Characteristics are primary considerations. While examples of typical work identified in a class specification do not form the basis for an allocation, they lend support to the work envisioned within a classification.

### Comparison of Duties to Customer Service Specialist series

The class series concept for the Customer Service Specialist series states, in relevant part:

Positions in this series provide assistance and problem resolution to agency clients/customers and are located in a designated customer service program. The intent of the series is to assist clients/customers in identifying agency processes and procedures, resolving client/customer problems related to agency programs and interpreting agency related laws, policies and procedures. Positions at all levels may be assigned lead or supervisory responsibility over lower level staff.

This series is not clerical in nature. Clerical support duties are incidental to the total work assignment (less than 10%). Clerical support, for the purposes of this series, includes tasks such as maintaining filing systems, maintaining logs, updating computer or manual data systems, office and telephone reception, completing office forms, compiling and completing recurrent reports, performing routine typing, copy work and preparing mailings.

This occupational category is considered a technical occupational category. Positions assigned to this occupational category have authority to accept, grant or deny agency services or may mediate between the business of the agency and the client (example: Attorney General's Consumer Protection Unit). Some positions may train and provide leadership to volunteers.

Ms. Brill's position fits within the class series concept for the Customer Service Specialist series. She performs specialized technical functions within the Suspensions Unit of the Driver Records Section within the DOL's Programs and Services Division. Her position has responsibility for reviewing court documents relating to convictions and sentencing of criminal driving offenses to calculate and determine driving restrictions and update individual driving records. Ms. Brill

provides technical assistance to internal and external customers, including law enforcement, by maintaining accurate drivers' records, responding to inquiries, and resolving problems. Her duties require her to interpret and apply DOL rules, regulations, and processes.

Ms. Brill's duties are therefore generally consistent with the class series concept and her position should be allocated to a class within the Customer Service Specialist series.

### Comparison of Duties to Customer Service Specialist 3 (CSS 3)

The Definition for the CSS 3 class states:

Serves as a senior customer services specialist handling complex, cross-agency customer problems. Mentors and trains lower level staff in aspects of client/customer relations and problem resolution. Interprets agency-related laws, policies and procedures.

There are no Distinguishing Characteristics for this class; therefore we can look to the typical work statements for guidance. The typical work statements for this class state:

Consults with lower level customer service staff on multi-dimensional process/procedure problems.

Identifies and recommends change to agency policies and procedures that hamper customer access to agency services.

Coordinates customer service training.

The CSS 3 class describes positions which perform senior-level customer service specialist work handling complex, multi-dimensional, cross-agency customer problems, mentoring and training lower-level staff, and interpreting agency-related laws, policies and procedures in completing assigned tasks. The overall scope, level of responsibility, and majority of duties performed by Ms. Brill do not fully meet this intent.

Although a portion of Ms. Brill's position involves performing senior-level customer service specialist work, her position does not fully have the breadth or scope of handling complex multi-dimensional, cross-agency customer problems for a majority of her time as anticipated at the CSS 3 level.

For example, Ms. Brill has primary responsibility for serving as the designated customer service specialist for processing Deferred Prosecutions and Minor in Possession convictions and other actions. The parties acknowledge she is the agency's subject matter expert for that process. A portion of her time is spent consulting with internal staff in other units and also with external customers with regard to analyzing and responding to driver record customer complaints, requests, and inquiries via telephone, email and written correspondence. At times she is required to make complex corrections to drivers' records or resolve complicated situations that require interpreting RCW's and WAC's.

The parties acknowledge that these corrections can at times be complex depending on the number of changes or corrections being made to the drive record. This requires extensive

knowledge, interpretation and use of RCWs, WACs, agency policies and procedures, and federal and state regulations. However, the overall focus of this work involves following established agency procedures and licensing requirements. Ms. Brill independently identifies the issue, determines the procedural steps necessary to bring about resolution, works with internal agency staff to implement resolution, and communicates the results internally to other staff and externally to the client. As a whole, the scope of this work does not fully reach to handling and resolving complex, multi-dimensional cross-agency problems as a primary focus of her position as required. In total, this portion of her work is more consistent with CSS 2 level responsibility.

Ms. Brill also spends a portion of her time serving as the Deferred Prosecution and MIP "Custodian of Record" for the agency which requires her to testify in court as a witness on behalf of the DOL regarding the validity of traffic offender records. Additionally, as Mr. Thiel indicated, Ms. Brill is periodically asked to look at the agency's processes and procedures with respect to her assigned work and make recommendations to him regarding process improvement concerning their assigned functions. This includes responsibility for interpreting agency-related laws, policies and procedures and identifying and recommending changes to agency policies and procedures that hamper customer access to agency services. Ms. Brill also reviews pending legislation for changes to traffic laws to verify possible effects it will have on the agency. She consults with managers and supervisors regarding legislative changes that could affect how the unit processes court documents. The overall scope of this portion of her assigned duties is consistent with the responsibility anticipated at the CSS 3 level.

However, Ms. Brill does not have responsibility for mentoring and training lower level staff as a primary function of her position. For example, Ms. Brill does not have responsibility for coordinating customer service training for the unit. It is undisputed that Ms. Brill consults with lower level customer service staff on internal process and procedural problems. DOL acknowledges that when a coworker or supervisor has questions on how to handle certain calls, process a particular document from the court, or make necessary corrections to ensure a record is complete and accurate with respect to deferred prosecutions or MIP convictions, Ms. Brill makes the necessary corrections.

During the review period Ms. Brill spent approximately ten percent of her time providing informal training regarding the MIP process to two lower level CSS staff on her team. She also spent time educating internal customers, court personnel, attorneys, drivers, and law enforcement officers/agencies on complicated driver licensing laws along with DOL policies and procedures as they pertain to driver's records with respect to the Deferred Prosecutions and MIP process.

The overall scope and focus of this work is more appropriately aligned within the CSS 2 class.

Thus, while aspects of her work and a portion of her assigned duties reach senior-level responsibility as required by this class, the thrust of her position, and the majority of her assigned work duties do not fully reach the primary allocating requirements of this class. For these reasons Ms. Brill's position should not be reallocated to the CSS 3 class.

#### Comparison of Duties to Customer Service Specialist 2

The Definition for the Customer Service Specialist 2 (CSS 2) class states:

Independently resolves complaints, inquiries and client/customer service problems while maintaining appropriate confidentiality. Provides agency interpretation and applies knowledge of laws, regulations, and processes in the resolution of inquiries, complaints and problems.

The typical work statements for this class state:

Acts as liaison between clients/customers and agency; gives presentations and offers assistance to other State and Federal agencies;

Independently resolves client/customer problems by identifying the issues, determining procedural steps necessary to bring resolution, working with program staff to implement resolution, and communicating results to the client/customer;

Creates and manages customer profiles and maintains integrity of the data and information while delivering specialized services.

The majority of Ms. Brill's job duties are consistent with the Definition and job duties described in the Customer Service Specialist 2 class. Ms. Brill works independently, interprets information, and applies DOL laws, rules, and internal processes and procedures while performing her work which includes answering inquiries and resolving problems from internal staff and external clients including law enforcement personnel.

The majority of her duties and responsibilities are focused on reviewing and verifying the accuracy of generally recurring driver information and court records consistent with CSS 2 level responsibility. This involves independently analyzing driving records and other documents based on the interpretation of information and the language of the law and the agency's internal drivers record review procedures. She uses her judgment to determine the accuracy of the information provided in the drivers' records following established agency protocols to process deferred prosecutions and MIP convictions and other actions. This includes determining which letters, forms, documents and correspondence to process with respect to the offender's driving record. She also analyzes existing driver's records and takes necessary actions to modify or change and notify drivers by certified mail of pending actions. She also uses her knowledge of driver licensing policies and procedures to review and maintain accurate driving records.

Ms. Brill's position requires her to handle generally recurring customer problems and answer questions from CSS staff and Licensing Service Managers within DOL regarding drivers' records. She researches the status of a driver on a specific date in order to assure the accuracy of the drive record. She accesses the driver record database to research, analyze, and determine eligibility of driving privileges in relation to suspensions, revocations, disqualifications, and cancellations to assist customers in resolving complaints and problems that can impact their personal or commercial driving privileges. She also corresponds with courts, attorneys, internal and external customers, and other individuals. During the review conference Ms. Brill indicated that she seeks assistance from her supervisor, Mr. Thiel, for unusual or complex situations requiring his assistance.

Ms. Brill possesses the depth of knowledge needed to perform her work independently and to resolve problems within the scope of her area of responsibility. For example, Ms. Brill routinely assists other Department of Licensing staff in understanding agency-related policies,

procedures and laws. During the review conference it was stated that most often questions come to her from the agency's central Customer Call Center staff seeking guidance to answer questions from clients regarding deferred prosecution and MIP administrative actions and related issues. This also comes from other units and other DOL departments whose driver records licensing processes impact each other, as well as from Licensing Services Office Representatives and attorneys. She interprets information and applies her knowledge of applicable laws and the administrative requirements and procedures when reviewing and revising driver records.

The overall scope of her primary duties and responsibilities is encompassed by the definition of the CSS 2 class.

Additionally, the typical work statements for this class state that incumbents at this level independently resolve customer complaints. Positions at this level also identify issues and procedural steps needed to resolve the issues. CSS 2s implement resolutions, communicate results to customers, and maintain the integrity of data and information. The majority of Ms. Brill's duties and responsibilities are consistent with the scope of responsibility described by the typical work of the CSS 2 class.

For example, Ms. Brill maintains accurate driving records. She independently analyzes drive records to take necessary actions by following established procedures. She reviews system generated reports to verify the accuracy of changes to drivers' records. If these changes have not been made, she is required to manually process these reports and make those corrections or changes.

Most positions within the civil service system occasionally perform duties that appear in more than one classification. However, when determining the appropriate classification for a specific position, the duties and responsibilities of that position must be considered in their entirety and the position must be allocated to the classification that provides the best fit overall for the majority of the position's duties and responsibilities. See Dudley v. Dept. of Labor and Industries, PRB Case No. R-ALLO-07-007 (2007).

In total, the primary purpose of Ms. Brill's position is to verify driving records and other documents based on the interpretation of information and the language of the law and the agency's internal drivers record procedures. The majority of her duties involve using her judgment to independently determine the accuracy of the information provided in the drivers' records following established agency protocols. The overall scope and focus of this work is appropriately aligned within the Customer Service Specialist series and her duties are best described by the Customer Service Specialist 2 class.

Ms. Brill's position is properly allocated to the Customer Service Specialist 2 class.

### **Appeal Rights**

RCW 41.06.170 governs the right to appeal. RCW 41.06.170(4) provides in relevant part, the following:

The mailing address for the Personnel Resources Board (PRB) is P.O. Box 40911, Olympia, WA 98504-0911. An employee incumbent in a position at the time of its allocation or reallocation, or the agency utilizing the position, may appeal the

allocation or reallocation to . . . the Washington personnel resources board . . . .  
Notice of such appeal must be filed in writing within thirty days of the action from  
which appeal is taken.

The PRB Office is located on the 4<sup>th</sup> floor of the Insurance Building, 302 Sid Snyder Avenue  
SW, Olympia, Washington, 98501-1342. The main telephone number is (360) 902-9820, and  
the fax number is (360) 586-4694.

If no further action is taken, the Director's determination becomes final.

c: Julie Brill, DOL  
Lisa Goldschmidt, WFSE  
Brett Alongi, DOL  
Shelby Krismer-Harada, DOL  
Lisa Skriletz, OFM

Enclosure: List of Exhibits

**JULIE BRILL v DOL**

**ALLO-13-026**

List of Exhibits

A. Julie Brill Exhibits

1. Letter of request for Director's review received March 18, 2013 (1 page)
2. Director's Review Form received March 18<sup>th</sup> 2013 (3 pages)
3. February 22, 2013 DOL allocation determination letter (3 pages)
4. Position Review Request Employee Portion date stamped July 26, 2012 (6 pages)
  - A. Organization Chart, Department of Licensing,(DOL), Driver Records, dated 1/31/2012
5. Reallocation Request Supplement Information dated July 26, 2012 (2 pages)
6. Position Description Form dated 8/1/2008 (6 pages)
7. Position Description Form signed 10/30/12 (7 pages)
8. Annual Performance Assessment, September 1, 2011 to August 31, 2012 signed 10/30/2012 (3 pages)
9. Email chain requesting notes taken by Diane Christie during her meeting with Julie Brill for Reallocation Determination.
10. Written notes taken by Ms. Christie during meeting with Ms. Brill.
11. Email from Ms. Brill to Ms. Christie giving additional information to be considered for reallocation.
12. Minor in Possession process
13. Removal of revocation letter example
  - A. Printed note from imaging
14. Removal of revocation letter example
  - A. Printed note from imaging
15. Corrected copy letter example
  - A. Printed note from imaging
16. MIP notice of revocation letter example
  - A. Abstract of Court Record example
17. MIP Notice of Revocation example
  - A. Early Reinstatement Request example

18. MIP Abstract of Court record(ACR), Second offense for firearms
  - A. Entry screen
  - B. Abstract of Drive Record (ADR) Showing entry of MIP
  - C. MIP Notice of Revocation example driver copy
  - D. MIP Notice of Revocation example, imaging copy
  - E. Administrative Review Request, included in customer copy
19. MIP ACR, first offense for drugs with diversion
  - A. Early Reinstatement Request
  - B. MIP Notice of Revocation example driver copy
  - C. Administrative Review Request
  - D. MIP Notice of Revocation example imaging copy
  - E. Entry screen
  - F. ADR showing entry of MIP
20. MIP ACR, first offense for drugs
  - A. MIP Notice of Revocation example driver copy
  - B. Administrative Review Request
  - C. MIP Notice of Revocation example imaging copy
  - D. Entry screen
  - E. ADR showing entry of MIP
21. MIP ACR, second offense for drugs
  - A. MIP Notice of Revocation example driver copy
  - B. Administrative Review Request
  - C. MIP Notice of Revocation example imaging copy
  - D. Entry screen
  - E. ADR showing record before entry of MIP
  - F. ADR showing record after entry of MIP
22. MIP ACR, with two offenses for drugs
  - A. MIP Notice of Revocation example driver copy
  - B. Administrative Review Request
  - C. MIP Notice of Revocation example imaging copy
  - D. Entry screen first charge
  - E. Entry screen second charge

- F. ADR showing record with both charges entered
- 23. Early Reinstatement Request for two charges
  - A. Letter explaining adjusted MIP dates
  - B. Corrected Copy letter sent to driver
- 24. Entering a Deferred Prosecution (DP) with an Ignition Interlock License (IIL) in status process
- 25. Explanation for how to process DP's with multiple charges
- 26. DP Report, based on drugs and Nunc Pro Tunc
- 27. DP Report
- 28. DP Report with two charges
- 29. DP Report with three charges
- 30. DP Report with eight charges (2 pages)
- 31. DP Report on Etrip Report (2 pages)
- 32. DP Report on Etrip Report for Seattle Municipal court explaining when to add and Ignition Interlock Device (IID)
- 33. DP Report based on Drugs
- 34. DP Report with two charges(only one is entered onto the record) and discretionary IID
- 35. DP Report with three charges and based on drugs
- 36. Driver Record Correction
- 37. DP Notice of Probationary Status with IID requirement
- 38. DP Notice of Probationary Status with IID requirement
- 39. ADR written up to remove a conviction then enter a DP
  - A. Printed note from imaging
- 40. Letter explaining change to suspension on driver record
  - A. Corrected copy of Notice of Suspension
  - B. ADR explaining what changes will be made to the drive record (2 pages)
- 41. Driver Record Correction requesting DP be removed from driver record
  - A. Letter to driver explaining removal of DP
  - B. Printed note from imaging
- 42. Corrected copy of Probationary letter for DP
  - A. Printed note from imaging
- 43. Secure screen used to remove fees and testing requirements before removal

- A. Secure screen used to remove fees and testing requirements after removal
  - B. Screen before stay and release entered
  - C. Screen after stay and release entered
  - D. Code used to enter IIL expiration date
  - E. Screen used to enter IIL license expiration for law enforcement
44. Notice of CDL Disqualification
- A. ADR and explanation of steps to take to enter CDL disqualification
45. Letter explaining removal of DUI from driver record
46. Letter explaining removal of DP from driver record
47. ADR showing work done to enter stay and release for DP
48. Email stating to return to prior process for entering CDL disqualifications and the process
49. Notice of Revocation for driving while license suspended sent to driver
50. Notice of Suspension for alcohol related offense and subsequent law enforcement report
51. Notice of Revocation for DUI sent to driver
- A. Citation given to driver
  - B. Court Judgment Information received from court
  - C. Copy of drive record at the time of conviction entry
52. Notice of Revocation for a Habitual Traffic Offender (HTO)
- A. Administrative Interview/Hearing Request
  - B. ADR showing selection of offenses that qualify driver for HTO status
53. Printout from DISCIS
54. Combining two records for the same driver
55. Email explaining use of Highway License Building vehicle.
56. Email explaining New process for court appearances.
57. Print out of the 44 plus times that I have made court appearances.

Exhibit submitted during the review conference:

58. Explanatory notes for exhibits

Exhibits submitted following the review conference:

59. Email from Julie Brill dated November 6 submitting a final response to DOL's response to Ms. Brill's additional exhibits – A58)

#### B. DOL Exhibits

1. DOL Response
2. February 22, 2013, Allocation Determination Letter (3 pages)
3. November 21, 2012, PRR, Supervisor Portion, 70019497 (3 pages)
4. July 26, 2012, PRR, Employee Portion, 70019497 (6 pages)
5. July 26, 2012, Reallocation Request Supplemental Information, 70019497 (2 pages)
6. Organization Chart, Department of Licensing, Driver Records 01/31/2012 (1 page)
7. February 7, 2013, J. Brill Desk Audit Notes taken by Diane Christie (DC) (2 pages)
8. February 8, 2013, Email: Follow up regarding my upgrade request, JB to DC (1 page)
9. February 1, 2013, Diane Christie notes; Brill, J. (2 pages)
10. December 29, 2009, Position Description Form—70019497 (6 pages)
11. December 29, 2009, Job Analysis Record Form—70019497 (7 pages)
12. State HR Customer Service Specialist 1 Class Specification, 102A (2 pages)
13. State HR Customer Service Specialist 2 Class Specification, 102B (1 page)
14. State HR Customer Service Specialist 3 Class Specification, 102C (1 page)
15. State HR Office Assistant 3 Class Specification, 100J (2 pages)
16. Glossary of Terms, DOP (5 pages)

Exhibits submitted following the review conference:

17. Email from Shelby Krismer Harada dated November 1, 2013 submitting DOL's revised response to Ms. Brill's additional exhibit (A58).
18. Email from Brett Alongi dated November 7, 2013 indicating DOL's approval to move forward with the appeal determination