



Executive Committee Meeting

August 6, 2025 | 8:00 am

Virtually via Microsoft Teams:

[Join the meeting](#)

Meeting ID: 257 490 248 802 0

Passcode: 3nt6YZ3i

In person:

BRPELS Office

605 11th Ave SE, STE 201

Olympia, WA, 98501

Dial in by phone

[+1 253-372-2181,666465107#](#)

Phone conference ID: 666 465 107#

Committee:

Doug Hendrickson, PE, Board Chair

Mike Harney, PE, Board Vice Chair

Marjorie Lund, PE, SE, Past Board Chair

Support staff:

Ken Fuller, PE, Director

Kristina Horton, PLS, Deputy Director

Mackenzie Wherrett, Executive Assistant

Bryce Dickison, Administrative Assistant

Shanan Gillespie, Regulatory Program Manager

Greg Schieferstein, Communication Manager

Kevin Ballard, Internal Control Manager

Ian Shelley, Sr. Financial Consultant

Elizabeth Lagerberg, AAG

Discussion topics

- Financial Report (*Ian*)
- 18.43 RCW Update - Stakeholder Meetings (*Ken/Shanan*)
- Licensing report regarding all three professions the Board regulates (*Kevin*)

Strategic Planning Items

- Measure performance & gain stakeholder feedback that's relevant and useful for improving our agency. *In progress.*
- Measure the licensing system software functionality from stakeholders. *In progress.*
- Early engagement with professional organizations in rulemaking.



STATE OF WASHINGTON
DEPARTMENT OF ENTERPRISE SERVICES

1500 Jefferson Street SE, Olympia, WA 98501

July 17, 2025

TO: Ken Fuller, Executive Director
Kristina Horton, Deputy Director
Mackenzie Wherrett, Executive Assistant
Kevin Ballard, Internal Control Manager
Board of Registration for Professional Engineers and Land Surveyors

FROM: Ian Shelley, Senior Financial Consultant – DES Small Agency Financial Services

SUBJECT: JUNE 2025 FINANCIAL REPORT

June highlights

- \$205k revenues
- \$152k expenses
- Fund 024 balance: \$1.916 million – an increase of \$53,000 from April.
-

Biennium to date highlights

- Revenues: \$4.365 million from July 2023 to June 2025.
- Expenses: \$3.988 million from July 2023 to June 2025.
- Fund balance: \$1.916 million, an increase from BI25 beginning balance of \$1.540 million.

Projected BI25 end highlights

- Revenue should have no further activity.
- Expenses will have additional activity in the fiscal month 25 adjusting period. June services for: Attorney General \$16k, DES mail services \$2k, potential misc. costs for goods/supplies, meeting costs, and travel.
- Fund 024 balance will decrease slightly in accordance with any final expenses.

Biennium 25-27 Considerations (July 2025 – June 2027)

Revenues

- Biennium 25-27 revenues are estimated to reach approx. \$4.7 - \$4.9 million (vs. current biennium estimated \$4.365 million).

Expenses

- Biennium 25-27 expenses are estimated to reach approx. \$4.65 million (vs. current biennium estimated \$4.02 million).

Fund Sweep

- A fund sweep of \$440,000 was completed by the Treasurer's Office on 7/1/25 in accordance with the biennium 27 budget bill [5167-S.PL.pdf](#).

Bd of Reg-Prof Engineers/Land Surveyors Agency Summary BITD as of June 2025

Category	BI Allotment	BITD Allotment	BITD Expenditures	BITD Variance	BI Variance
Capital Outlays	60,000	60,000	13,442	46,558	46,558
Employee Benefits	584,008	584,008	593,877	(9,869)	(9,869)
Goods and Services	2,092,776	2,092,776	1,426,065	666,711	666,711
Grants, Benefits & Client Services	0	0	5,900	(5,900)	(5,900)
Professional Service Contracts	72,000	72,000	40,328	31,672	31,672
Salaries and Wages	1,745,616	1,745,616	1,802,554	(56,938)	(56,938)
Travel	129,600	129,600	106,438	23,162	23,162
Sum:	4,684,000	4,684,000	3,988,603	695,397	695,397

Category	FM Allotment	FM Expenditure	FM Variance	BITD Allotment	BITD Expenditures	BITD Variance
Salaries and Wages	74,609	88,515	(13,906)	1,745,616	1,802,554	(56,938)
A Salaries and Wages	1,000	0	1,000	24,000	0	24,000
AA State Classified	59,000	74,729	(15,729)	1,371,000	1,467,318	(96,318)
AC State Exempt	12,000	10,833	1,167	288,000	261,000	27,000
AE State Special	609	1,688	(1,079)	14,616	17,588	(2,972)
AS Sick Leave Buy-Out	500	0	500	12,000	0	12,000
AT Terminal Leave	500	0	500	12,000	0	12,000
AU Overtime and Call-Back	1,000	1,265	(265)	24,000	56,849	(32,849)
Employee Benefits	24,712	28,876	(4,164)	584,008	593,877	(9,869)
BA Old Age and Survivors Insurance	4,212	5,257	(1,045)	99,525	107,132	(7,607)
BB Retirement and Pensions	6,996	7,910	(914)	165,270	165,364	(94)
BC Medical Aid & Industrial Insurance	609	396	213	15,616	7,726	7,890
BD Health, Life & Disability Insurance	11,910	14,040	(2,130)	280,320	284,995	(4,675)
BH Hospital Insurance (Medicare)	985	1,230	(245)	23,777	25,055	(1,278)
BK Paid Family and Medical Leave	0	42	(42)	0	377	(377)
BV Shared Leave Provided Annual Leave	0	0	0	0	3,164	(3,164)
BZ Other Employee Benefits	0	2	(2)	0	65	(65)
Professional Service Contracts	3,000	2,785	215	72,000	40,328	31,672
CA Management and Organizational Services	3,000	0	3,000	72,000	30,925	41,075
CJ Training Services	0	2,785	(2,785)	0	9,403	(9,403)
CZ Other Professional Services	0	0	0	0	0	0
Goods and Services	87,945	29,573	58,372	2,092,776	1,426,065	666,711
E Goods and Other Services	3,000	0	3,000	72,000	0	72,000
EA Supplies and Materials	1,250	2,085	(835)	30,000	60,435	(30,435)
EB Communications/Telecommunications	800	(268)	1,068	19,200	15,436	3,764
EC Utilities	50	0	50	1,200	806	394
ED Rentals and Leases - Land & Buildings	2,500	1,938	562	60,000	46,508	13,492
EE Repairs, Alterations & Maintenance	1,000	0	1,000	24,000	(0)	24,000
EF Printing and Reproduction	1,250	1,392	(142)	30,000	26,609	3,391
EG Employee Prof Dev & Training	1,500	402	1,098	36,000	65,921	(29,921)
EH Rental & Leases - Furn & Equipment	1,250	88	1,162	30,000	25,839	4,161
EJ Subscriptions	100	0	100	2,400	1,316	1,084
EK Facilities and Services	5,000	3,347	1,653	120,000	129,946	(9,946)
EL Data Processing Services (Interagency)	18,163	7,153	11,010	390,000	255,908	134,092
EM Attorney General Services	15,080	(2,295)	17,375	360,008	263,167	96,841
EN Personnel Services	1,750	1,855	(105)	42,000	47,629	(5,629)
EP Insurance	85	87	(2)	4,070	5,230	(1,160)
ER Other Contractual Services	15,000	5,298	9,702	360,000	179,354	180,646
ES Vehicle Maintenance & Operating Cst	0	56	(56)	0	3,777	(3,777)
ET Audit Services	0	0	0	28,000	27,000	1,000
EU Office of Equity Services	0	0	0	0	2,397	(2,397)
EW Archives & Records Management Svcs	59	0	59	1,416	1,181	235
EY Software Licenses and Maintenance	20,000	8,435	11,565	480,000	268,629	211,371
EZ Other Goods and Services	108	0	108	2,482	(1,024)	3,506
Travel	5,400	2,295	3,105	129,600	106,438	23,162
GA In-State Subsistence & Lodging	2,000	1,760	240	48,000	65,732	(17,732)
GB In-State Air Transportation	700	0	700	16,800	9,964	6,836
GC Private Automobile Mileage	700	511	189	16,800	11,473	5,327
GD Other Travel Expenses	400	24	376	9,600	6,251	3,349
GF Out-of-State Subsistence & Lodging	600	0	600	14,400	5,008	9,392
GG Out-of-State Air Transportation	900	0	900	21,600	6,440	15,160
GN Motor Pool Services	100	0	100	2,400	1,570	830
Capital Outlays	2,500	0	2,500	60,000	13,442	46,558
JA Noncapitalized Assets	2,500	0	2,500	60,000	13,442	46,558
Grants, Benefits & Client Services	0	0	0	0	5,900	(5,900)
NZ Other Grants and Benefits	0	0	0	0	5,900	(5,900)
Total Dollars	198,166	152,043	46,123	4,684,000	3,988,603	695,397

Overspend (new position, double fill, reallocations)

Underspend

Slight overspend.

June slight overspend, BTD overspend. June OT below BTD average of \$2400/month.

June overspend (new position, double fill). BTD slight overspend.

Underspend. Dainis and Vorsit contracts complete.

OpenGate consulting.

Significantly over initial spending plan. Projecting \$61k spend, planned \$30k spend.

Underspend will continue to grow by \$562/mo

Zero spend to date, should see expenses if/when space is modified.

Overspend to date. Projecting \$67k spend, planned \$36k spend.

Trending overspend for the year, DES mailing costs have been higher than estimates.

Underspend will grow, allotments too high.

Underspend to date.

Slight overspend - These central services coming in a bit higher than estimated.

Slight overspend - These central services coming in a bit higher than estimated.

Large underspend due to new DOL contract having lower costs than planned allotments.

Overspend, vehicle maintenance costs were not planned for.

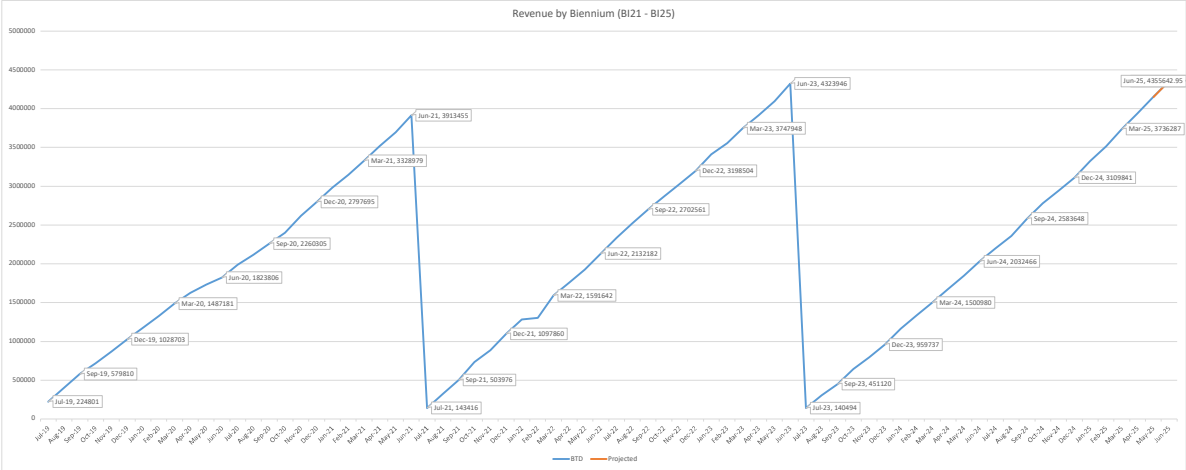
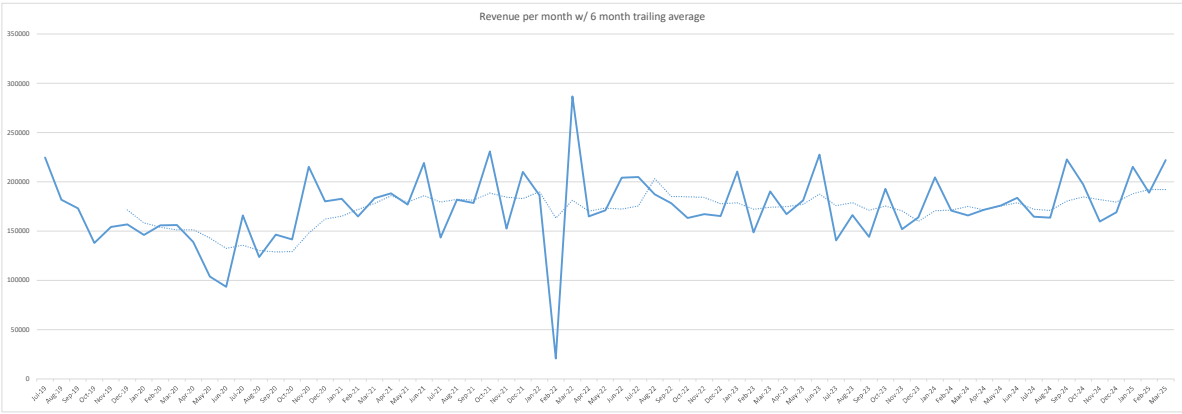
Overspend, office of equity costs were not planned for.

Large underspend due to new DOL contract having lower costs than planned allotments.

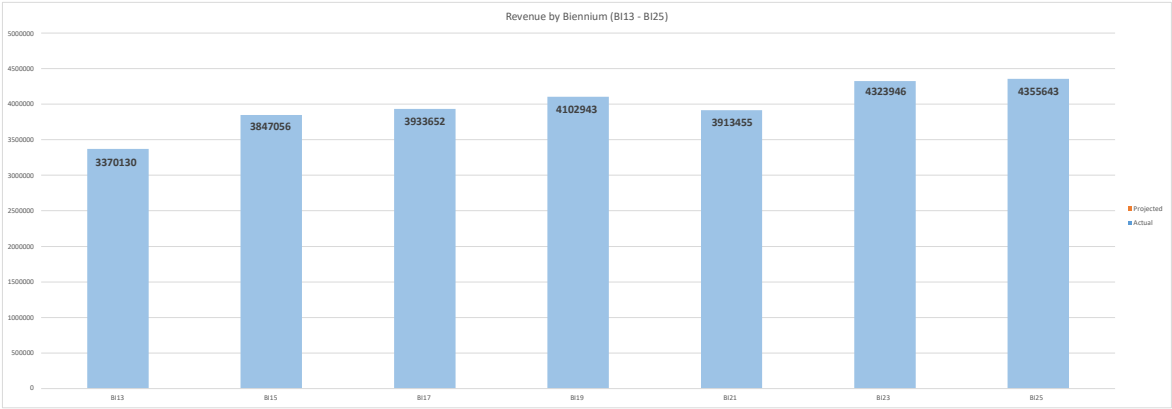
Overall travel has underspend against plan to date.

Oct-Nov 2024, Feb-Mar 2025, May 2025 high spend months for meals/lodging.

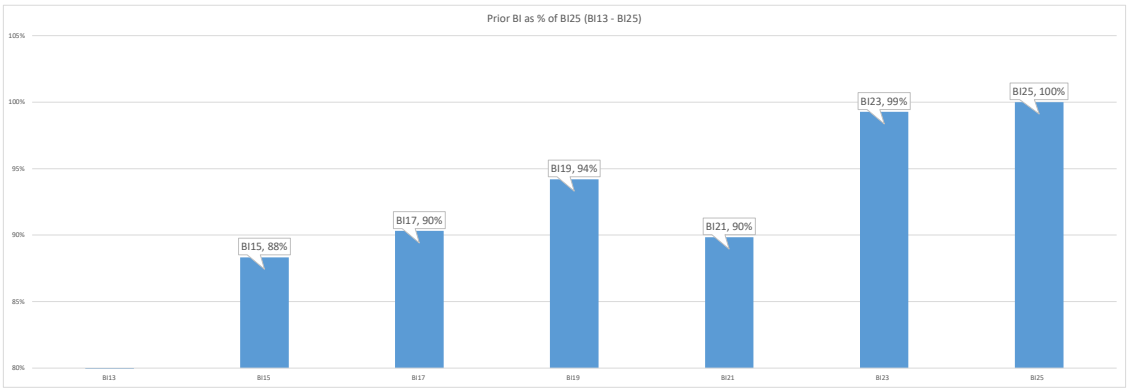
Month	Revenue	BTD	Projected
Jul-19	224801	224801	
Aug-19	181945	406746	
Sep-19	173064	579810	
Oct-19	137914	717724	
Nov-19	154192	871916	
Dec-19	156787	1028703	
Jan-20	146245	1174948	
Feb-20	155919	1330867	
Mar-20	156314	1487181	
Apr-20	139053	1626214	
Sep-20	146549	2260205	
Oct-20	141702	2400207	
Nov-20	215335	2617342	
Dec-20	180353	2797695	
Jan-21	182856	2980551	
Feb-21	164834	3145385	
Mar-21	183594	3328979	
Apr-21	188160	3517139	
May-21	177026	3694165	
Jun-21	219290	3913455	
Jul-21	143416	143416	
Aug-21	181952	325368	
Sep-21	178608	503976	
Oct-21	230947	734923	
Nov-21	152743	887666	
Dec-21	210194	1097860	
Jan-22	188351	1284211	
Feb-22	20769	1304980	
Mar-22	286662	1591642	
Apr-22	165089	1756731	
May-22	171108	1927839	
Jun-22	204343	2132182	
Jul-22	204795	2336977	
Aug-22	187366	2524343	
Sep-22	178218	2702561	
Oct-22	165289	2865850	
Nov-22	167333	3033183	
Dec-22	165321	3198504	
Jan-23	210559	3409063	
Feb-23	140623	3557686	
Mar-23	190062	3747948	
Apr-23	167355	3915303	
May-23	181056	4096359	
Jun-23	227587	4323946	
Jul-23	140494	140494	
Aug-23	166284	306778	
Sep-23	144342	451120	
Oct-23	192815	643935	
Nov-23	151836	795771	
Dec-23	163966	959737	
Jan-24	204510	1164247	
Feb-24	170737	1334984	
Mar-24	165996	1500980	
Apr-24	171655	1672635	
May-24	176152	1848787	
Jun-24	183679	2032466	
Jul-24	164780	2157246	
Aug-24	163592	2360838	
Sep-24	222810	2583648	
Oct-24	197375	2781023	
Nov-24	159574	2940597	
Dec-24	169244	3109841	
Jan-25	215231	3325072	
Feb-25	189025	3514097	
Mar-25	222190	3736287	
Apr-25	204323	3940610	
May-25	210353	4150963	
Jun-25	204680	4355643	



BI13	BI15	BI17	BI19	BI21	BI23	BI25
3370130	3847056	3933652	4102943	3913455	4323946	4355643



BI13	BI15	BI17	BI19	BI21	BI23	BI25
3370130	3847056	3933652	4102943	3913455	4323946	4355643



Month	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25
July	127625	149849	174970	168693	171962	159508	156426	197617	224801	166052	143416	204795	140494	164780
August	169048	179531	174558	151473	161551	212394	186038	181405	181945	123898	181952	187366	166284	163592
September	109002	130767	139120	164368	152293	163894	150107	151334	173064	146549	178608	178218	144342	222810
October	104695	171814	159247	164489	157631	120367	172541	189679	137914	141702	230947	163289	192815	197375
November	107710	146687	128839	126697	114726	167788	135487	152934	154192	215335	152743	167333	151836	159574
December	119743	116347	136871	157214	126706	163042	126116	134830	156787	180353	210194	165321	163966	169244
January	145781	245427	216842	196922	206628	211291	252004	232422	146245	182856	186351	210559	204510	215231
February	127188	132423	141973	157397	169010	165078	154275	144586	155919	164834	20769	148623	170737	189025
March	118593	164355	166458	168154	175691	161888	176725	189657	156314	183594	286662	190262	165996	222190
April	101645	149660	158815	170928	175999	144450	160145	185859	139053	188160	165089	167355	171655	204323
May	120066	166911	149171	132190	169596	182627	185543	173108	103872	177026	171108	181056	176152	210353
June + adj	115652	149612	158550	183118	137783	161749	160476	153629	93700	219290	204343	227587	183679	204680
Total	1466748	1903383	1905413	1941643	1919576	2014076	2015883	2087060	1823806	2089649	2132182	2191764	2032466	2323177

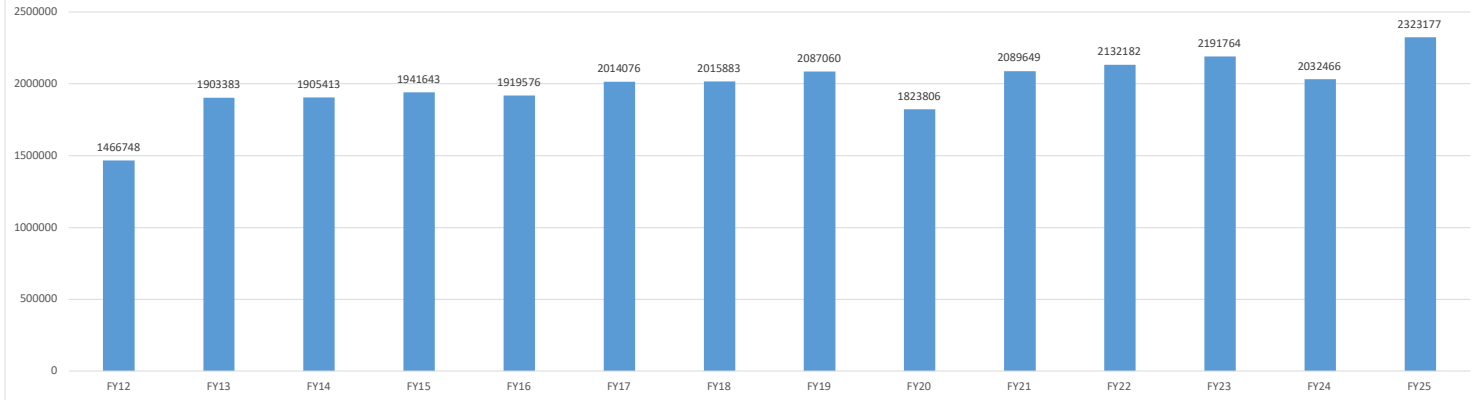
Conversion to pre fee increase
195469
171669
192108
185562
191039
185887

% of FY revenue by month		
July	8.6%	8.6%
August	9.2%	8.5%
September	7.9%	7.6%
October	8.7%	7.8%
November	7.1%	8.0%
December	7.8%	7.5%
January	10.2%	10.5%
February	8.1%	7.5%
March	8.4%	8.7%
April	8.1%	8.2%
May	8.1%	8.3%
June + adj	7.9%	9.0%

Month	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21	FY22	FY23	FY24	FY25
Year on year % change		29.8%	0.1%	1.9%	-1.1%	4.9%	0.1%	3.5%	-12.6%	14.6%	2.0%	2.8%	-7.3%	14%
Cohort % change			29.9%	2.0%	0.7%	3.7%	5.0%	3.6%	-9.5%	0.1%	16.9%	4.9%	-4.7%	6.0%

0.34% Estimated cohort % change if fee increase was not implemented.

Revenue by Fiscal Year



Program Index 00010 Administration

Category	BI Allotment	BITD Allotment	BITD Expenditures	BITD Variance	BI Variance
Capital Outlays	60,000	60,000	13,442	46,558	46,558
Employee Benefits	584,008	584,008	593,877	(9,869)	(9,869)
Goods and Services	2,092,776	2,092,776	1,403,093	689,683	689,683
Grants, Benefits & Client Services	0	0	5,900	(5,900)	(5,900)
Professional Service Contracts	72,000	72,000	40,328	31,672	31,672
Salaries and Wages	1,745,616	1,745,616	1,802,554	(56,938)	(56,938)
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BV Shared Leave Provided Annual Leave	0	0	0	0	3,164	(3,164)
BZ Other Employee Benefits	0	2	(2)	0	65	(65)
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CA Management and Organizational Services	3,000	0	3,000	72,000	30,925	41,075
CJ Training Services	0	2,785	(2,785)	0	9,403	(9,403)
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Goods and Services	87,945	28,581	59,364	2,092,776	1,403,093	689,683
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EE Repairs, Alterations & Maintenance	1,000	0	1,000	24,000	(0)	24,000
EF Printing and Reproduction	1,250	1,392	(142)	30,000	26,044	3,956
EG Employee Prof Dev & Training	1,500	402	1,098	36,000	65,921	(29,921)
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JA Noncapitalized Assets	2,500	0	2,500	60,000	13,442	46,558
Grants, Benefits & Client Services	0	0	0	0	5,900	(5,900)
NZ Other Grants and Benefits	0	0	0	0	5,900	(5,900)
Total Dollars	198,166	151,052	47,114	4,684,000	3,965,632	718,368

Program Index 00020 Outreach

Category	BI Allotment	BITD Allotment	BITD Expenditures	BITD Variance	BI Variance
Goods and Services	0	0	22,971	(22,971)	(22,971)
Sum:	0	0	22,971	(22,971)	(22,971)

Category	FM Allotment	FM Expenditure	FM Variance	BITD Allotment	BITD Expenditures	BITD Variance
Goods and Services	0	992	(992)	0	22,971	(22,971)
EA Supplies and Materials	0	992	(992)	0	22,406	(22,406)
EF Printing and Reproduction	0	0	0	0	565	(565)
Total Dollars	0	992	(992)	0	22,971	(22,971)

\$992 spent on o

Chapter 18.43 Proposed Legislative Amendments – 2026

Stakeholder comments & meeting attendance

Comment:

I have been registered as a Professional Civil Engineer in Washington since 1988. I am simply replying to your team's proposed updates because I wanted to give you and your team positive feedback for the work you do. Hopefully you get a lot of feedback, but just in case you don't, I wanted to state that I agree with each of the proposed amendments and I appreciate the work you do.

Comment:

My comment on the RCW change is essentially just typos. I appreciate the transition from "his or her" to "their", and there are 3 more instances that don't seem to have been changed yet. There's one each on pages 3, 9 and 10.

Comment:

I am writing to say that I support the following amendment:

Amending RCW 18.43.040 to allow the Board to decouple the experience requirement for licensure from the requirements for taking the principles & practices (PE or PLS) examinations. Experience requirements would still have to be met before applicants could apply for a license.

I hope you will consider coupling the SE as well in the future.

Comment:

After reading the proposed rule changes, it is very disappointing that the requirements are being diluted in terms of education and experience. There are way to many changes to quote here, but it is sad and will eventually harm to the Canons engineers are required to uphold.

This legislation appears to be more for inclusiveness rather than responsibility to the profession. This should be reviewed again and modified and consultation with ASPE and other state boards should be done before moving forward.

Comment:

Thanks for the proposed updates. The all look reasonable to me.

Comment:

After a quick review of the changes, I have only one comment.

Board Members must be Citizens of the U.S. I can't imagine why this amendment is being proposed!

Comment:

I hesitated sending these, however, now consider it necessary.

1. Board Members must be Citizens of the U.S.!
2. I noted that, in several places, "His / Her" has been replaced with "Their". This is grammatically incorrect and is contextually absurd! "His / Her" are singular, possessive pronouns, "they" is plural. This also applies to the "themselves" and "they are" replacements.
3. I do not agree with the reduction of education requirements for engineers. As a matter of fact I would modify the original requirement of "approved engineering curriculum" to include ABET accreditation; i.e., "ABET accredited engineering curriculum". It might also be appropriate to require literacy in English! I have been an Engineer for 58 years, now retired, and it has been an increasingly difficult to find qualified engineers who are capable of literate communication, written or verbal!

Do not allow the ethics and standards of our Profession to be subverted by the Politics of the National Socialists (aka Democrats)!

Comment:

I have read through the proposed language changes and agree with everything except for (2) issues.

1. The citizenship clause that was removed and which allows non-citizens to be on members of the board of engineers. I believe strongly that board members shall be a citizen of the United States and have been a resident of the state for at least five years.
2. While this is not a part of the proposed amendments I think it is important to mention. In my opinion, the experience requirement for structural engineering licensure is too short. I believe that requirement should be increased to (4) years.

Comment:

RCW 18.43.020 Definitions

(3) To Remain "As Is". No modification required.

(6) to Remain "As Is". No modification required.

RCW 18.43.030

Strongly "Disagree". U.S. Citizenship shall be required for all Members of the Board.

RCW 18.43.060 Examinations

A Candidate Failing an Exam may apply for reexamination at the next scheduled examination date.

Comment:

The board member requirement to be a US citizen or a lawful permanent resident should remain in place. A professional engineer is a skilled profession that serves and protects the safety and welfare of its community and country.

Comment:

I have reviewed the amendments and am hereby requesting that the Board reconsider the proposed language in RCW 18.43.030 as follows:

All Washington State Board members that govern us United States citizens within the State of Washington **shall be citizens** of the United States.

It is by no means appropriate for a citizen of another country to govern the professional practices of us citizens here in the United States of America!

Let me know if you have any questions.

Stakeholder meetings

July 22, 2025 WSPE Stakeholder meeting

Attendance:

Board members & staff:

Doug Henderickson, PE
Ken Fuller, PE
Kris Horton, PLS
Shanan Gillespie
Greg Schieferstein

Public

Bill Dunbar
Ken McGowan
Jeff Dagle
Barbara Philipp
Ted Taylor

July 23, 2025 Stakeholder meeting

Attendance:

Board members & staff:

Doug Henderickson, PE
Ken Fuller, PE
Kris Horton, PLS
Shanan Gillespie
Bryce Dickison
Greg Schieferstein
Jill Short
Randy Garcia
Kevin Ballard

Public

Vickie Kobayashi
Dwight Gray
Jeremy Metzler
Anonymous
Bill (no last name)
Erica Fot
Benjamin Anstey

July 24, 2025 Stakeholder meeting

Attendance:

<u>Board members & staff</u>	<u>Public</u>
Doug Henderickson, PE	None
Marjorie Lund, PE, SE	
Ken Fuller, PE	
Kris Horton, PLS	
Shanan Gillespie	
Bryce Dickison	
Greg Schieferstein	



Licensing Report

Presented by

Kevin Ballard – Internal Control Manager

Location: Olympia, WA
Date: 06AUG25

Licensing Report

Today's Topics

- Goals of Lean Six Sigma (LSS) Process Improvement
- Research Conducted
- Changes Made
- Future Analysis



Licensing Report

Goals of LSS Process Improvement

- Increase Automation
- Improve the Customer Experience
- Expand Redundancy
- Emphasize Accountability



Licensing Report

Research Conducted

- Define & measure the current process
- Interviewed other boards
- Automation and enterprise license options



Licensing Report

Changes Made

- Digital Automation
- Workflow Standardization
- Customer Service Initiatives



Licensing Report

Online Law Review



Welcome to the State of Washington
Board of Registration for Professional
Engineers & Land Surveyors Law Review

You must finish the exam in one sitting. If you leave or
refresh the page, you will have to start over.

Select your profession:

Engineer

Land Surveyor

On-Site Wastewater

Begin

- Profession Selection
- Auto Grading
- Certificate Generation
- Fail Reset



Licensing Report

Form Automation

CUSTOMER CONTACT
FORM

WORK EXPERIENCE FORM

EXPERIENCE
VERIFICATION FORM

PROFESSIONAL
DEVELOPMENT LOG

1040

Unique Views

402

Conversion

38.65%

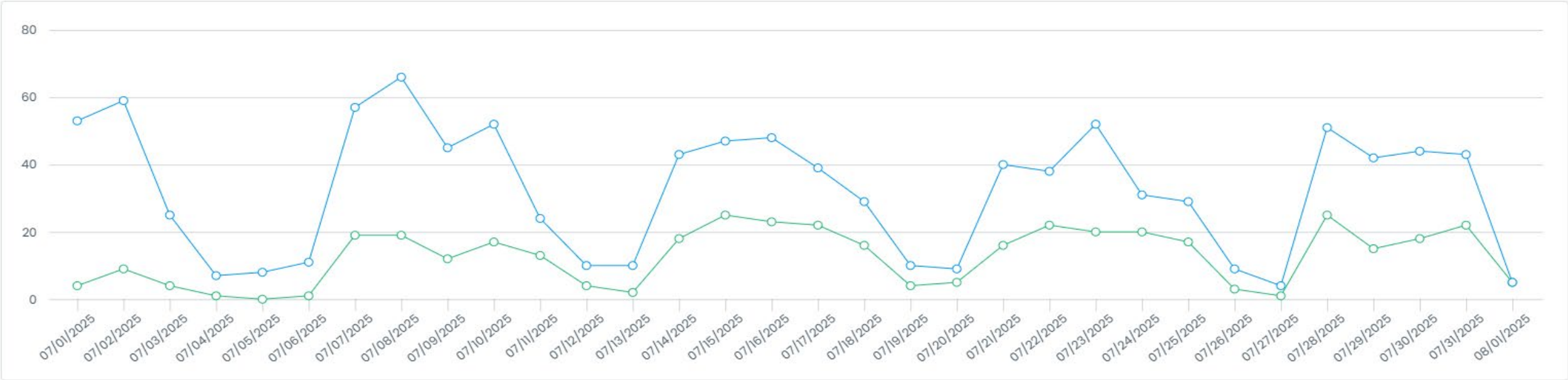
Conversion Rate

638

Abandonments

61.35%

Abandonment Rate



Licensing Report

Customer_service@brpels.wa.gov

- Rules based sorting
- Routing codes developed by automated forms
- Leadership Visibility/ Accountability
- Standardization

▼ BRPELS mi Customer_Service

Inbox

> Drafts

Sent Items

Deleted Items

▼ 1_Emily_A-G_0-602432860

1_Unsorted

▼ 2_Incomplete

▼ A_Engineer

NCEES - Waiting

Response - Waiting

Retirement - Waiting

Transcripts - Waiting

B_Land Surveyor

C_On-Site

D_Corps&LLC

E_Wall Certificate

F_General Inquiry

Licensing Report

Application Review (SharePoint)

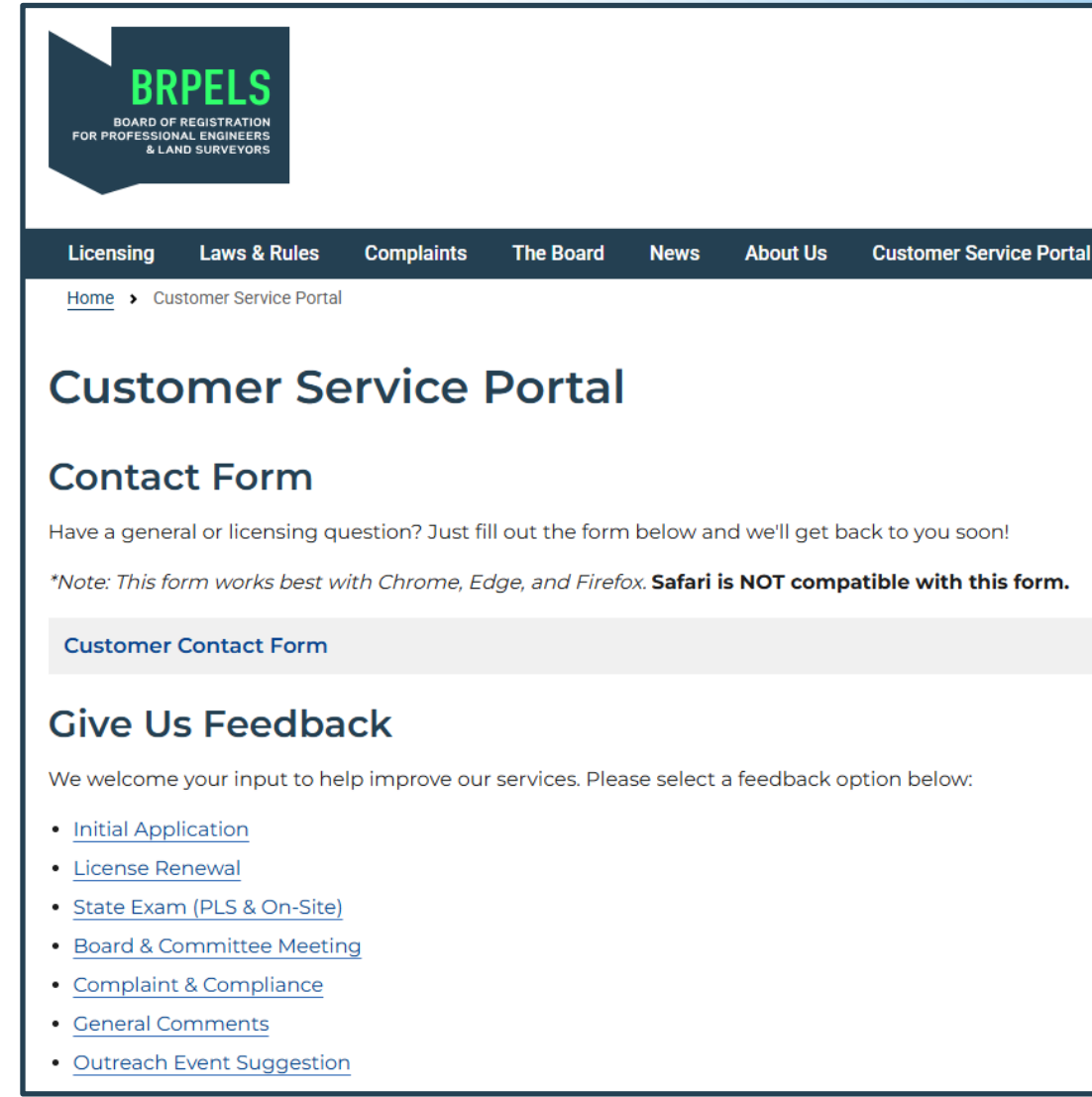
- Automated Notifications
- 60% decrease in processing time

License Application Review ☆											
Days	Applicant Name	License #	NCEES Number	Review Type	Date Submitted	Comments	Point of Contact	Deputy Director	Director	Approval Status	Action Date
6				PE by Exam	March 19	FE Equivalency form, Wrk Exp (U of BC)	Nghiem		✓	Approved by Dir...	3/22/2025
6				EIT Cert	March 19	senior in standing BS/Construction Graduation 5/25	Nghiem		✓	Approved by Dir...	3/22/2025
2				PE by Comity	March 19	BS/CE (Sinaloa) MS/CE (US) 4 years Wrk Experience	Nghiem		✓	Approved by Dir...	3/19/2025

Licensing Report

Customer Service Initiatives

- Customer Service Portal
- Feedback Mechanisms
- Monthly Trend Analysis



The screenshot displays the BRPELS website's Customer Service Portal. The header features the BRPELS logo (a blue square with a white 'B' and the text 'BRPELS BOARD OF REGISTRATION FOR PROFESSIONAL ENGINEERS & LAND SURVEYORS') and a navigation menu with links: Licensing, Laws & Rules, Complaints, The Board, News, About Us, and Customer Service Portal. Below the navigation bar, a breadcrumb trail shows 'Home > Customer Service Portal'. The main content area is titled 'Customer Service Portal' and 'Contact Form'. It includes a message: 'Have a general or licensing question? Just fill out the form below and we'll get back to you soon!' and a note: '*Note: This form works best with Chrome, Edge, and Firefox. Safari is NOT compatible with this form.' A section titled 'Customer Contact Form' is highlighted. Below this, a 'Give Us Feedback' section invites users to provide input, listing several feedback options: Initial Application, License Renewal, State Exam (PLS & On-Site), Board & Committee Meeting, Complaint & Compliance, General Comments, and Outreach Event Suggestion.

BRPELS
BOARD OF REGISTRATION
FOR PROFESSIONAL ENGINEERS
& LAND SURVEYORS

[Licensing](#) [Laws & Rules](#) [Complaints](#) [The Board](#) [News](#) [About Us](#) [Customer Service Portal](#)

[Home](#) > [Customer Service Portal](#)

Customer Service Portal

Contact Form

Have a general or licensing question? Just fill out the form below and we'll get back to you soon!

**Note: This form works best with Chrome, Edge, and Firefox. Safari is NOT compatible with this form.*

Customer Contact Form

Give Us Feedback

We welcome your input to help improve our services. Please select a feedback option below:

- [Initial Application](#)
- [License Renewal](#)
- [State Exam \(PLS & On-Site\)](#)
- [Board & Committee Meeting](#)
- [Complaint & Compliance](#)
- [General Comments](#)
- [Outreach Event Suggestion](#)

Licensing Report

Workflow Standardization

- Staff Redundancy
- Remove Specialization
- Predictability
- Accountability

LICENSING WORKLOAD FORECAST												
RENEWALS												
	2025											
	January	February	March	April	May	June	July	August	September	October	November	December
Emily					485.94	465.30	463.68	506.48	468.08	468.53	454.35	484.35
Nghiem					572.56	548.24	546.33	596.76	551.52	552.05	535.33	484.35
Vonna					411.07	393.61	392.24	428.44	395.96	396.34	384.34	409.72
	2026											
	January	February	March	April	May	June	July	August	September	October	November	December
Emily	599.32	531.63	521.15	532.32	529.29	517.54	515.97	549.21	511.97	512.40	498.64	536.02
Nghiem	706.15	626.39	614.04	627.21	623.63	609.80	607.94	647.11	603.22	603.73	587.52	631.57
Vonna	506.98	449.72	440.85	450.30	447.74	437.80	436.47	464.59	433.08	433.45	421.81	453.43
	2027											
	January	February	March	April	May	June	July	August	September	October	November	December
Emily	647.54	573.61	563.44	574.28	571.33	568.22	566.69	590.66	554.53	554.95	541.61	586.14
Nghiem	762.96	675.85	663.87	676.64	673.17	669.50	667.70	695.94	653.38	653.87	638.15	690.62
Vonna	547.77	485.23	476.63	485.79	483.30	480.67	479.38	499.65	469.09	469.45	458.16	495.83

Licensing Report

Future Analysis (Control Phase)

- Did the changes work? (2 months)
- Minor adjustments
- Identify new initiatives

BRPELS Licensing Weekly Workload Tracker						
Date	7/21/2025	7/28/2025	8/4/2025	8/11/2025	8/18/2025	8/25/2025
Emily						
CX Email	16	12				
Individual	187	186				
Corps/LLC	53	49				
Call Volume	46					
Average Length	394.05					
Nghiem						
CX Email	10	9				
Individual	269	293				
Corps/LLC	52	45				
Call Volume	8					
Average Length	106.5					
Vonna						
CX Email	5	16				
Individual	196	182				
Corps/LLC	50	38				
Call Volume	25					
Average Length	298.54					
TOTAL						
CX Email	31	37	0	0	0	0
Individual	652	661	0	0	0	0
Corps/LLC	155	132	0	0	0	0
Call Volume	79	0	0	0	0	0
Average Length	334.71	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!