

FY2014/2015 Performance Oversight Questions
Department of Motor Vehicles
(As of February 17, 2015)

A. ORGANIZATION AND OPERATIONS

1. Please provide a complete, up-to-date **organizational chart** for the agency and each division within the agency. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

Response: See attached DMV FY15 Organizational Chart and information below outlining DMV divisions/programs.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Adjudication Services	N/A	Provides ticket processing, noticing, hearing and hearing support services to residents and non-residents, in order to render legally sound decisions on parking, photo and moving violations, and to ensure proper processing of violation and penalty payments for those infractions.
Adjudication Services	Hearings	Provides fair and equitable review of ticket and permit violations for respondents to resolve outstanding issues of liability.
Adjudication Services	Hearing Support	Provides intake, data review, records management, and administrative support functions to ensure accurate records and information to support adjudication hearings.
Adjudication Services	Ticket Processing	Provides and maintains processed ticket information in DMV's database, provides scheduled notification and information to residents and non-residents of the District of Columbia, and processes and tracks fines, penalties, and payments for tickets.
Vehicle Services	N/A	Provide certification and inspection services to residents, businesses, and government entities so they may legally park, drive, and sell their vehicles in the District of Columbia.
Vehicle Services	Inspections	Provides emission testing services for residents and for taxis to facilitate reduced auto emissions and to meet the requirements of the District's Air Quality Attainment State Implementation Plan.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Vehicle Services	Registrations	Provides legal certification services and documentation of vehicle ownership and authority to operate.
Vehicle Services	Registrations - Out of State Vehicles	Provides registration services for “for hire” vehicles whose owner is based outside of the District.
Vehicle Services	International Registration Program	Provides for administration of the District of Columbia’s participation in the U.S. based plan, which allows for the distribution of registration fees for commercial motor vehicles traveling inter-jurisdictionally through member states and provinces. Registered fleets include vehicles greater than 26,000 pounds, traveling in more than one jurisdiction.
Service Integrity	N/A	Ensures the security and integrity of all DMV transactions, employees, and products by implementing and auditing procedures to minimize fraud, abuse, corruption, and risk of financial loss related to the execution of departmental functions.
Service Integrity	Risk Management	Provides reviews and audit procedures and controls to minimize the risk of financial loss related to the execution of departmental functions.
Service Integrity	Integrity	Provides reviews and audit procedures and controls to minimize fraud, abuse, corruption, and the loss of the public’s trust related to the execution of departmental operations.
Driver Services	N/A	Provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so they may legally operate their vehicles.
Driver Services	Licensing	Provides driver certification and identification services to residents to ensure that they have the proper credentials to reflect identity, residence, and driving qualifications.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicles databases and service functions.
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, warehousing and inventory control.
Agency Management	Personnel	Provides human resources support for DMV to assure HR operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Legal	Provides legal counsel to the agency as it relates to DMV regulations and legislation.
Agency Management	Training	Provides training services to assure professional development of DMV personnel and accurate and consistent delivery of DMV services.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services to DMV so that the financial integrity of the District of Columbia is maintained.
Agency Financial Operations	Budget Operations	Works with program staff to develop and champion the annual budget for the agency.
Agency Financial Operations	Accounting Operations	Ensures budget and revenue is properly accounted for utilizing acceptable accounting rules.

- Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.

Response: See attached DMV FY2015 Position List

- Has the agency made any organizational changes in the last year? If so, please explain.

Response: Effective October 1, 2014, the General Counsel function was officially transferred from the Office of the Attorney General to the DMV.

2. Please list each **new program** implemented by the agency during FY 2014. For each initiative please provide:
- A description of the initiative.
 - The funding required to implement the initiative.
 - Any documented results of the initiative.

Response: See attached DMV FY14/15 Initiatives

3. Please provide a complete, up-to-date **position listing** for your agency, which includes the following information for each position:
- Title of position.
 - Name of employee or statement that the position is vacant, unfunded, or proposed.
 - Date employee began in position.
 - Salary and fringe benefits, including the specific grade, series, and step of position.
 - Job status (continuing/term/temporary/contract).
- Please list this information by program and activity*

Response: See attached DMV FY2015 Position List. Note fringe benefits is 27% for each salaried position.

4. Does the agency conduct annual **performance evaluations** of all of its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

Response: SMART goals are established for all employees early in the performance year and entered into the PeopleSoft performance management system following review/agreement by the management chain. Goals for measuring/monitoring employee performance are included in supervisor's goals. All supervisors meet regularly with employees and provide quantitative feedback on performance and coaching. If necessary, employees are placed on Performance Improvement Plans to further monitor performance. The end of year performance evaluations are reviewed and approved by Administrators and by the Agency Director.

5. Please list all **employees detailed** to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

Response: None

6. Please provide the Committee with:

- A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at agency expense.

Response: See table below

Name	Ipad\ Surface Pro	Laptop	Phone	Aircard	VPN
Amit Vora	X	X		X	X
Cherice Stanley					X
Gabriel Robinson	X	X		X	X
Joan Saleh	X		X		
Darnell Fountain	X		X	X	
David Glasser	X			X	X
Tanya Forbes	X		X		
Sheila McClan	X		X		
Shawn Adams	X	X	X		X
Mary Parker	X		X		
Kimberly Borges	X		X		
Vanessa Newton	X		X		X
Wanda Butler	X	X	X	X	X
Leonard Golden		X	X	X	X
Jeremy Beegle		X	X	X	X
Claude Thomas		X	X	X	X
Juan Aliaga		X	X		X
Raja Bandla		X	X		X
Franklyn St Hiliare			X		
Jeannette Pinnix			X		X
Jacinta Ball			X		
Lucinda Babers			X	X	X
Carole Cade			X	X	X
Rick Whitley			X		
Robert Johnson		X			X
Ferdie Williams			X		

Name	Ipad\ Surface Pro	Laptop	Phone	Aircard	VPN
James Edwards			X		
Terrie Winnegan			X		
Maurice Douglas			X		
Greg Simpson			X		
Horniman Orjisson			X		
Tyronica Best			X		
Angela Brighthart			X		
Paula Coyoy	X		X		
Adrian Polite	X		X		
Marcus Jackson			X		
Cassandra Claytor		X	X	X	X
Martha Phillips			X		
Rakonda Delaney	X		X		
Tonya Miller			X		
Christopher Dina	X				
Tyrone Sweat	X				X
Beverly Keenon					X
Appeals Board Members		3			
Marquis Miles	X				
Contractors and Vendors					15

- A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned.

Response: See table below

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2003 FORD PICK-UP	OWN	Inspection Station	DC-2605
2008 DODGE GRAND CARAVAN	OWN	IT	DC-5497
2008 HONDA CIVIC HYBRID	OWN	IT	DC-7001
2014 DODGE CARAVAN	OWN	Support Services	DC-8804

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2013 DODGE RAM CARGO VAN	LEASE	Support Services	DC-9703
2013 DODGE CARAVAN SE	LEASE	Support Services	DC-9894
2008 HONDA CIVIC HYBRID	OWN	Support Services	DC-7002

- A list of employee bonuses or special award pay granted in FY 2014 and FY 2015, to date.

Response: None

- A list of travel expenses, arranged by employee.

Response: None

- A list of the total overtime and worker's compensation payments paid in FY 2014 and FY 2015, to date.

Response: See information below

Overtime

FY 2014 – \$363,359

FY 2015 (as of January End) – \$105,668

Workman's Compensation Payments

FY 2014 – \$97,872

FY 2015 (as of January End) – \$25,389

7. Please identify all **electronic databases** maintained by your agency, including the following:
- A detailed description of the information tracked within each system.
 - The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.
 - Whether the public can be granted access to all or part of each system.

Response: See table below

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Destiny	Stores information on driver license/ID & registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transaction with the DMV	13 years	Pending Destiny enhancements include integration with new Knowledge Testing System, REAL ID renewal/duplicate enhancement for 45 day extension and sending electronic signatures to BOEE
e-TIMS	Ticketing/Adjudication	Authorized DMV users	Public is allowed to verify their own information during transaction with the DMV and email ticket alert service	20 years	System will be enhanced at year end to allow for submission of online appeal requests
Gordon Darby	Inspection Station Results	Authorized DMV users	None	10 years	Interface proposed to be upgraded with Destiny as part of inspections station modernization project during FY2015
L1 ID	Knowledge Testing & DL/ID digital pictures	Authorized DMV users	None	8 years	Existing testing system is being replaced with new knowledge testing system in April 2015. Digital picture system replaced with MIDS in November 2013
MIDS	Enhanced DL/ID digital picture system	Authorized DMV users	None	1 year 3 months	None
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transaction with DMV	5.5 years	None
LMS	Employee training system for tracking information	DMV Employees only	None	5.5 years	None
DCLARR	In-house image database for scanned documents	DMV Employees only	None	11 years	Reviewing requirements for new imaging capabilities
KTS	New knowledge testing system	DMV Employees only	None	2 months	New knowledge testing system and database is being deployed in April 2015

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Tensator	New Queuing system	DMV Employees only	None	4 months	New queuing system and database deployed during September 2014

8. What has the agency done in the past year to make the activities of the agency more **transparent** to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

Response: Most DMV policies, procedures and regulatory requirements can be found on our website at www.dmv.dc.gov. The website is updated as needed to provide the public with the latest information and updates. Also, we continue to increase outreach through social media, such as Twitter, Facebook and live web chats with the Director. We also communicate with the public about critical information via press releases, list servs, emails (newsletters and notices) and annual reports.

Along with DC DMV's current activities to make the agency transparent to the public, DC DMV is revamping the architecture of its website to make it more user-friendly, developing a campaign to encourage customers to use the website prior to their in-person visit and creating new public service announcement videos to show customers how to successfully obtain a driver license and register a vehicle.

9. How does the agency solicit **feedback** from customers? Please describe.

Response: DMV solicits customer feedback through customer surveys, grade.dc.gov, Twitter, Facebook, ANC and community listservs, live web chats, website "Ask the Director" and dmv@dc.gov emails. Feedback is also received through direct DMV customer interactions/correspondence, 311 service requests, media inquiries, the Mayor's Office and Councilmembers' Offices.

- What is the nature of comments received? Please describe.

Response: DC DMV receives feedback from customers who have questions about ticket issuance, adjudication, and licensing/registration services. Additionally, customers thank staff for providing them with a positive experience, as well as comment on experiences that did not meet their expectations.

- How has the agency changed its practices as a result of such feedback?

Response: DC DMV regularly updates its website based on customer feedback. Also, the agency now offers free Wi-Fi at all of its locations. DC DMV also added a new section in its e-newsletter, Ticket Tips, to provide the public with quick information about contesting tickets, including submitting supporting evidence such as documentation and pictures. Further, DC DMV added two online services (ROSA exemption and reciprocity renewals) to enable customers to conduct DC DMV transactions outside of the agency's business hours.

10. How was the agency tried to reduce agency **energy use** in FY 2014?

Response: The District's Department of General Service (DGS) has responsibility for all District owned facilities. In FY14, DGS accomplished the following initiatives at DMV's 95 M Street location:

- Installed new light fixtures in the stairways and replaced the 100 watts incandescent lamps with 13 watts CFL lamps;
- Replaced forty-four (44) fluorescent light fixtures with T-12 lamps with new fixtures and T-8 lamps;
- Installed new thresholds, door sweeps and weather stripping on the main entrance/exit doors to reduce heat or cooled air loss through infiltration; and
- Implemented scheduled preventive maintenance and tune-up service for the boiler and chillers.

DMV also opened the new Georgetown Service Center with the latest technology and energy efficient appliances and lighting.

11. Please complete the following chart about the residency of **new hires**:

Number of Employees Hired in FY 2014 and FY 2015, to date

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	45	13
Term	3	2
Temporary	2	0
Contract	0	0

B. BUDGET AND FINANCE

12. Please provide a chart showing your agency's **approved budget and actual spending**, by division, for FY 2014 and FY 2015, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

Response: See chart below

FY 2014 Budget vs. Actual				
Year End				
Program	Budget	Actual	Variance	Explanation
Agency Management	\$6,780,761	\$4,917,880	\$1,862,881	Vacancy lapse and \$1.6M in unspent fixed costs
Agency Financial Operations	\$486,431	\$455,250	\$31,181	Vacancy lapse
Adjudication	\$18,081,096	\$12,265,803	\$5,815,293	Vacancy lapse and decreased costs for ticket processing contract, particularly the MPD photo enforcement portion (\$5.2M returned to MPD).
Vehicle Services	\$9,415,984	\$9,243,133	\$172,851	Vacancy lapse due to delay in hiring motor vehicle inspectors
Driver Services	\$5,011,742	\$4,775,479	\$236,263	Vacancy lapse due to delay in hiring legal instrument examiners and \$104k returned to DDOT for convictions data
Service Integrity	\$97,747	\$92,323	\$5,424	N/A
Information Tech.	\$5,183,491	\$5,198,512	-\$15,021	Cost overrun which was offset by other program areas
Total	\$45,057,252	\$36,948,380	\$8,108,872	

FY 2015 Budget vs. Actual				
January				
Program	Budget	Actual	Variance	Explanation
Agency Management	\$6,183,357	\$1,415,898	\$4,767,459	Expenditures on target
Agency Financial Operations	\$416,215	\$909,736	-\$493,521	Payroll posting error that is being corrected.
Adjudication	\$18,826,126	\$3,076,087	\$15,750,039	Expenditures behind target due to vacancies
Vehicle Services	\$11,042,429	\$3,420,583	\$7,621,846	Expenditures behind target due to vacancies
Driver Services	\$5,348,965	\$895,074	\$4,453,891	Expenditures behind target due to vacancies
Service Integrity	\$220,547	\$31,067	\$189,480	Expenditures on target
Information Tech.	\$4,369,214	\$2,351,287	\$2,017,927	Expenditures on target
Total	\$46,406,853	\$12,099,732	\$34,307,121	

13. Please list any **reprogrammings**, in, out, or within, related to FY 2014 or FY 2015 funds. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

Response: See table below

FY 2014 Reprogramming(s)				
In, Out, Within	Original Purpose of Funds	Type of Funds	Reprogramming Purpose of Funds	Amount
In	Emergency and Contingency Reserve Funds	Local	To provide the necessary funding for the opening of the new Georgetown service center.	\$123,539
In	The District Retiree Health Contribution	Local	To support the costs of implementing the District of Columbia Drivers Safety Amendment of 2013.	\$790,788
Within	PS to NPS	Local	To fund IT related expenses.	\$979,674
Within	PS to NPS	SPR	To fund the translation of the DMV website and forms into other languages to comply with the Language Access Act.	\$77,194
			Total	\$1,971,194

14. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2014 or FY 2015, to date.

Response: See table below

Department of Motor Vehicles
FY 2014 Intra-Districts
(Year End)

DMV as the Seller

Buyer Agency	Project No	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$7,000,000.00	\$1,837,505.64	\$5,162,494.36	\$0.00
DDOT	NHTSAG	Convictions Data	\$104,000.00	\$0.00	\$104,000.00	\$0.00
DDOT	NHTSAE	Educational Campaign (Driver Record)	\$30,000.00	\$21,500.00	\$8,500.00	\$0.00
OAH	TKTOAH	OAH Ticket Processing	\$28,224.00	\$21,063.62	\$7,160.38	\$0.00
DOES	PEPTEP	Project Empowerment	\$6,500.00	\$0.00	\$6,500.00	\$0.00
OFT	OFTCOL	OFT Ticket Payment Plans	\$7,800.00	\$7,800.00	\$0.00	\$0.00
Grand Total			\$7,176,524.00	\$1,887,869.26	\$5,288,654.74	\$0.00

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0100	Electricity	\$36,516.00	\$36,516.00	\$0.00	\$0.00
OFRM	0600	Electricity	\$294,303.00	\$291,092.93	\$3,210.07	\$0.00
			\$330,819.00	\$327,608.93	\$3,210.07	\$0.00
OCTO	0100	FY13 City Wide IT Assessment	\$2,489,279.94	\$2,463,763.34	\$25,516.60	\$0.00
OFRM	0600	Natural Gas	\$104,525.00	\$63,088.60	\$41,436.40	\$0.00
OAG	0100	OAG Support Service	\$60,272.00	\$34,159.08	\$26,112.92	\$0.00
OAG	0600	OAG Support Service	\$25,000.00	\$25,000.00	\$0.00	\$0.00
			\$85,272.00	\$59,159.08	\$26,112.92	\$0.00
OFRM	0100	Phone	\$45,381.72	\$45,381.72	\$0.00	\$0.00
OFRM	0600	Phone	\$601,066.97	\$352,965.18	\$248,101.79	\$0.00
			\$646,448.69	\$398,346.90	\$248,101.79	\$0.00
OCP	0100	Purchase Card	\$67,725.26	\$67,725.26	\$0.00	\$0.00
OCP	0600	Purchase Card	\$85,000.00	\$85,000.00	\$0.00	\$0.00
			\$152,725.26	\$152,725.26	\$0.00	\$0.00
AT0	0100	Armored Car Services	\$24,000.00	\$24,000.00	\$0.00	\$0.00
DDOE	0600	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$331,135.00	\$314,797.98	\$16,337.02	\$0.00
DGS	0100	Rent	\$574,032.00	\$574,032.00	\$0.00	\$0.00
DGS	0600	Rent	\$442,712.45	\$442,712.45	\$0.00	\$0.00
			\$1,016,744.45	\$1,016,744.45	\$0.00	\$0.00
DGS	0100	Security	\$21,997.01	\$27,997.01	\$0.00	-\$6,000.00
DGS	0600	Security	\$58,754.04	\$0.00	\$58,754.04	\$0.00
			\$80,751.05	\$27,997.01	\$58,754.04	-\$6,000.00
DPW	0100	Fleet	\$26,000.00	\$23,903.81	\$2,096.19	\$0.00
DPW	0600	Shared Services	\$295,031.00	\$295,031.00	\$0.00	\$0.00
OFRM	0600	Steam	\$52,143.08	\$52,143.08	\$0.00	\$0.00
BE0	0100	DCHR Executive Level Development	\$10,000.00	\$10,000.00	\$0.00	\$0.00
AT0	0100	Cashiering Services	\$72,750.00	\$72,750.00	\$0.00	\$0.00

AT0	0100	Merchant Services	\$10,000.00	\$10,000.00	\$0.00	\$0.00
OFRM	0600	Water	\$20,180.92	\$20,180.92	\$0.00	\$0.00
	0100	Single Audit	\$2,500.00	\$2,500.00	\$0.00	\$0.00
DCTC	0600	DCTC MOU (Out of State Registration)	\$183,500.43	\$140,718.85	\$42,781.58	\$0.00
Grand Total			\$5,819,911.09	\$5,355,564.48	\$464,346.61	\$0.00

Department of Motor Vehicles
FY 2015 Intra-Districts
(January)

DMV as the Seller

Buyer Agency	Project No	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$4,000,000.00	\$0.00	\$0.00	\$4,000,000.00
Grand Total			\$4,000,000.00	\$0.00	\$0.00	\$4,000,000.00

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0100	Electricity	\$36,516.00	\$0.00	\$0.00	\$36,516.00
OFRM	0600	Electricity	\$354,370.00	\$0.00	\$0.00	\$354,370.00
			\$390,886.00	\$0.00	\$0.00	\$390,886.00
OCTO	0100	FY13 City Wide IT Assessment	\$1,751,124.00	\$583,991.06	\$0.00	\$1,167,132.94
OFRM	0600	Natural Gas	\$106,625.00	\$0.00	\$0.00	\$106,625.00
OFRM	0600	Phone	\$287,144.14	\$9,896.52	\$0.00	\$277,247.62
			\$287,144.14	\$9,896.52	\$0.00	\$277,247.62
OCP	0100	Purchase Card	\$17,680.00	\$40,023.72	\$0.00	-\$22,343.72
OCP	0600	Purchase Card	\$88,297.00	\$0.00	\$0.00	\$88,297.00
			\$105,977.00	\$40,023.72	\$0.00	\$65,953.28
OFT	0100	Armored Car Services	\$24,000.00	\$0.00	\$0.00	\$24,000.00
OFT	0100	Cashiering Services	\$171,160.00	\$0.00	\$0.00	\$171,160.00

DDOE	0600	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$340,126.00	\$0.00	\$0.00	\$340,126.00
DGS	0100	Rent	\$574,032.00	\$0.00	\$0.00	\$574,032.00
	0600	Rent	\$437,872.00	\$0.00	\$0.00	\$437,872.00
			\$1,011,904.00	\$0.00	\$0.00	\$1,011,904.00
DPW	0100	Fleet	\$23,903.81	\$3,377.81	\$0.00	\$20,526.00
OFRM	0600	Steam	\$41,363.00	\$0.00	\$0.00	\$41,363.00
OFRM	0600	Water	\$9,701.00	\$0.00	\$0.00	\$9,701.00
DCTC	0600	DCTC MOU (Out of State Registration)	\$0.00	\$0.00	\$0.00	\$0.00
DGS	0300	Inspection Station Renovations	\$300,000.00	\$0.00	\$0.00	\$300,000.00
Grand Total			\$4,563,913.95	\$637,289.11	\$0.00	\$3,926,624.84

15. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2014 or FY 2015, to date. For each account, please list the following:

- The revenue source name and code.
- The source of funding.
- A description of the program that generates the funds.
- The amount of funds generated by each source or program in FY 2014 and FY 2015, to date.
- Expenditures of funds, including the purpose of each expenditure, for FY 2014 and FY 2015, to date.

Response: See table below

FY 2014

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles comply with the laws of all jurisdictions in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	3,518,264	3,518,022	169,766 in PS costs, 877,507 in fixed costs, 885,558 in other services and charges, & 1,585,191 in contractual services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger	5,406,622	3,313,628	2,402,833 in PS costs, 29,358 in

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
			vehicles) and emissions standards.			supplies, 297,843 in fixed costs, 195,387 in contractual services and 388,206 in other services and charges
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	298,635	299,735	\$183,500 to DCTC & \$116,235 in contractual services

FY 2015 – As of January End

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions, in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	1,082,673	2,016,124	58,870 in PS costs, 1,051,240 in fixed costs, 218,878 in other services and charges, & 687,135 in contractual services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	1,939,033	1,103,045	717,602 in PS costs, 5,227 in supplies and materials, 185,835 in fixed costs, 186,269 in other services and charges, & 8,112 in contractual services
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of	97,125	25,000	\$25,000 in contractual services

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
			Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.			

16. Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:

- A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes).
- The amount of capital funds available for each project.
- A status report on each project, including a timeframe for completion.
- Planned remaining spending on the project.

Response: See table below

**Department of Motor Vehicles
Capital Projects
(as of 02/12/15)**

Project Number	MVS03C	Project Title	MVIS - Inspection Station Upgrade			
Project Description						
Bring Motor Vehicle Information System at SW Inspection Station into compliance with EPA standards. Selection of a vendor with a solution that best meets the defined business process needs. Installation of hardware and software, training, and implementation.						
Index	S03C1	PCA	S03C1	Agency Obj.	0409	
Status	Ongoing	Appr Year	1999	Implementing Agency	DMV	
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance	
\$3,878,500	\$3,878,500	\$1,692,203	\$2,018,599	\$0	\$167,698	
Planned Remaining Spending						
Inspection station infrastructure upgrades. Specifically, we will renovate the employee and customer service areas.						
Project Number	RID01C	Project Title	REAL ID Act Implementation			
Project Description						

The REAL ID Act mandates a wide range of procedural, physical and system requirements for the issuance of state driver licenses and IDs. There will be new documentation standards, technology standards, physical standards and production standards. Includes the development specifications for changes, RFP preparation for the changes, vendor selection, and implementation of the mandated changes.

Index	D01C1	PCA	D01C1	Agency Obj.	0409
Status	Ongoing	Appr Year	2007	Implementing Agency	DMV
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$12,525,000	\$3,046,000	\$1,845,710	\$737,889	\$61,000	\$401,400

Planned Remaining Spending

REAL ID implemented on May 1, 2014. Remaining funds will be used for system modifications required during the first year of implementation.

Project Number	N1713C	Project Title	Tech City - Apex- DMV Destiny
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Project Description

Provide support staff to update DESTINY as needed and enhance as planned by the customer. This staff base will be supplemented with contractors to implement Phase II of the DESTINY project, enhancement of operational processes. Phase II includes the change to commercial driver licensing to meet current regulations and enforcement of each location as a full service location, able to process any and all transactions.

Index		PCA		Agency Obj.	0409
Status	Ongoing	Appr Year	2006	Implementing Agency	OCTO
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$8,588,779		\$8,513,601	\$0	\$0	\$75,179

Planned Remaining Spending

OCTO has closed this project.

17. Please provide a complete accounting of all **federal grants** received for FY 2014 and FY 2015, to date.

Response: No federal grants received in FY2014 or FY2015

18. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your

agency during FY 2014 and FY 2015, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party.
- The nature of the contract, including the end product or service.
- The dollar amount of the contract, including budgeted amount and actually spent.
- The term of the contract.
- Whether the contract was competitively bid or not.
- The name of the agency's contract monitor and the results of any monitoring activity.
- Funding source.

Response: See attached FY14/15 DMV Major Contracts

19. Please provide the details of any **surplus** in the agency's budget for FY 2014, including:

- Total amount of the surplus.
- All projects and/or initiatives that contributed to the surplus.

Response: Refer to response to question #12.

C. LAWS, AUDITS, AND STUDIES

20. Please identify any **legislative requirements** that the agency lacks sufficient resources to properly implement.

Response: None.

21. Please identify any statutory or regulatory **impediments** to your agency's operations.

Response: None.

22. Please list all **regulations** for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

Response: DCMR Title 18, Vehicles and Traffic, as indicated in table below. The information does not include any amendments that DDOT may have promulgated.

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER'S LICENSES	1/23/2015
3	CANCELLATION, SUSPENSION, OR REVOCATION	9/12/2014

Chapter #	Chapter Title	Amendment Date
	OF LICENSES	
4	MOTOR VEHICLE TITLE AND REGISTRATION	12/12/2014
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	12/13/2013
7	MOTOR VEHICLE EQUIPMENT	7/12/2013
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	2/2/2007
10	PROCEDURES FOR ADMINISTRATIVE HEARINGS	8/23/2013
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	CLASSIFICATION AND ISSUANCE OF COMMERCIAL DRIVER'S LICENSES	10/10/2014
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	10/18/2013
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	9/16/2011
99	DEFINITIONS	10/10/2014

23. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2014 that significantly affect agency operations.

Response: On May 1, 2014, DC DMV implemented the federal regulations for REAL ID compliance. This implementation has significantly impacted agency operations since it required major operational and system changes. Additionally, residents are now required to make in-person visits to replace, renew or obtain an original driver license or identification card.

24. Please provide a list of all **MOUs** in place during FY 2014.

Response: See response to #14

25. Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2014. Please state the status and purpose of each study.

Response: None

26. Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2014 or FY 2015, to date.

Response: See table below

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY15	DC DMV/ORM	Possible workman's compensation fraud	Ongoing
FY14	DC OIG	Investigation into ticket adjudication processes and procedures	Ongoing
FY14	DC OIG/DMV	DMV employee stole and altered customer's check	Ongoing
FY14	DC DMV/DGS	Contractor theft	Complete. Contractor removed from position.
FY14	SSA	Review of DMV's compliance with SSA's requirements for electronic integration of social security number validation	Complete. Based on review, DMV met compliance requirements and no recommendations were made.
FY14	DC Auditor	Audit of DC Anacostia River Clean Up Fund which includes the environmental license plate	Complete. There were two recommendations related to DMV. DMV disagreed with the statement that DMV should not retain the cost of the Anacostia license plate because the audit incorrectly assumed this cost was included in the vehicle registration fee. DMV did agree with, and has implemented, the recommendation that controls should be put in place to ensure timely transfers of Anacostia funds to DDOE.

FY14	DC Auditor	Audit of DC DMV's FY12 Key Performance Indicators	Complete. There were two recommendations. DMV agreed with the recommendation that all KPI documentation should be re-verified prior to final submission at the end of each year, and DMV has implemented this recommendation. DMV also agreed with, and has implemented, the recommendation that all recordkeeping related to KPIs be retained for four years.
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27. Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

Response: See table below, in addition to table in response #26

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY13	FMCSA	CDL Compliance Review	Based on review, DMV met compliance requirements and no recommendations were made.
FY13	FBI	Driving School Instructor Fingerprint Audit	Based on review, DMV met compliance requirements and no recommendations were made.
FY13	DC Auditor	Driver Education Fund	Audit complete. Auditor recommended OCFO establish internal controls, including written policies, to reconcile DMV fee charges with dollar amount in SOAR. However, Driver Education is no longer a special purpose revenue fund.

D. PROGRAM-SPECIFIC QUESTIONS

28. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart (attached), including statistics from FY 2013, FY 2014, and FY 2015 (as of January 1, 2015 or later); provided, that taxicab-related citations no longer need to be included in the Adjudication Caseload Statistics.

Response: See attached Feb 2015 DMV Adjudication Caseload Statistics

29. Please provide the three most-common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2013, FY 2014, and FY 2015, to date (i.e. officer failed to appear at hearing, etc.).

Response: See table below

Dismissal Reason	FY13	FY14	FY15 (thru 1/31/15)
Dismissed on merits- legal defense to ticket provided	76,629	72,343	14,537
Ticket defective	18,101	12,962	1,845
Ticket submitted late for processing	11,802	11,378	4,671

30. If available, please provide the three most common legal defenses that led to the dismissal of a moving, parking, or automated traffic enforcement ticket in FY 2013, FY 2014, and FY 2015, to date.

Response: This information is not captured in the ticket database.

31. Please provide the following information about each panel of the Traffic Adjudication Appeals Board (TAAB):

- The name, panel number, and whether the member is an OAG employee, DMV employee, or citizen member.
- Any current vacancies on a panel (and when the Department anticipates filling such vacancies)

Response: See table below

Panel #	DMV Employee Member	Citizen Member	OAG Attorney Member
Board 1	Richard Prunchak	Edith Roberts	Justin Zimmerman
Board 2	Carole Cade	Nadine	Vacant

Panel #	DMV Employee Member	Citizen Member	OAG Attorney Member
		Robinson	
Board 3	Gabriel Robinson	Vacant	Shermineh Jones

Board 3, a part-time Board, was discontinued at the end of FY14. We are continuing attempts to locate an OAG member for Board 2. This is a voluntary assignment with no additional compensation.

32. Please provide the number of adjudications processed in FY 2013, FY 2014, and FY 2015 to date, broken down by category (in-person, online, and mail).

Response: See table below

Source	FY13	FY14	FY15 thru 1/31/15
In-person	80,940	74,449	22,039
Mail-in	97,147	73,231	14,284
Online	113,930	135,442	23,364
Total	292,017	283,122	59,687

33. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2013, FY 2014, and FY 2015, to date.

Response: In FY 2013, 75% of mail adjudication requests were responded to within 150 days. In FY 2014, 97% of mail adjudication requests for parking and moving tickets were responded to within 90 days and 46% of photo tickets were responded to within 150 days. In FY 2015 through 1/31/15, 100% of mail adjudication requests for parking and moving tickets were responded to within 90 days and 100% of photo tickets were responded to within 150 days.

34. Please provide the number of requests for reconsideration upon a finding of liability in FY 2015 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

Response: 1,210 reconsiderations were filed in FY 2015 through 1/31/15. Of those, 786 were denied and 424 were granted.

35. Please provide the average time from an appeal of a hearing examiner's order to final disposition by a panel of the Traffic Adjudication Appeals Board in FY 2013, FY 2014, and FY 2015, to date.

Response: The average time from appeal of a hearing examiner’s decision to issuance of a final order by an Appeals Board was 22 months in FY13, 21 months in FY14 and 20 months in FY15 as of 1/31/15.

- Please describe the agency’s efforts to reduce this timeframe.

Response: In November 2014, DMV created a temporary, full time Appeal’s Board for one year in order to reduce the appeal backlog from an average of 20 months to 90 days by the end of calendar 2015.

36. How many vehicles were titled/registered in the District in FY 2013, FY 2014, and in FY 2015, to date?

Response: See table below

Vehicles Titled/Registered (As of Feb 1, 2015)	
Fiscal Year	Vehicles Titled/Registered
FY13	68,277
FY14	67,566
FY15	22,952

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2014.

Response: See table below

Tag Type	Issued Counts
ALPHA KAPPA ALPHA TAGS	6
ALPHA PHI ALPHA FRATERNITY TAGS	2
ANACOSTIA RIVER COMMEMORATIVE TAGS	694
AT SU ALUMNI TAGS	2
BLUE KNIGHTS TAGS	1
BUS TAGS	539
CHILDREN FIRST FOUNDATION	10
CLERGY TAGS	5
COMMERCIAL TAGS	627
DC GOVT MOTORCYCLE TAGS	35
DC GOVT TAGS	642

Tag Type	Issued Counts
DC LODGE TAGS	27
DELTA SIGMA THETA TAGS	4
DISABILITY TAGS	308
DISABLED AMERICAN VETERAN TAGS	17
DISABLED VETERAN TAGS	3
DOCTOR TAGS	1
FIRE FIGHTER TAGS	20
HISTORICAL TAGS	152
KAPPA ALPHA PSI FRATERNITY	2
LIMOUSINE TAGS	60
LOW TAGS	93
MASONS TAGS	1
MOREHOUSE COLLEGE ALUMNI	1
MOTORCYCLE TAGS	1,204
NATIONAL ASSOCIATION OF BLACK SCUBA DIVERS	2
OFFICE OF VETERANS AFFAIRS TAGS	44
PERSONALIZED TAGS	618
PLEASURE TAGS	60,998
PORSCHE CLUB OF AMERICA	1
RENTAL TAGS	821
TAXI TAGS	87
THE GEORGE WASHINGTON UNIVERSITY	1
TRAILER TAGS	208
UNIVERSITY OF MICHIGAN	1
UNIVERSITY OF MISSISSIPPI	6
VETERANS OF FOREIGN WARS OF US	1
WASHINGTON NATIONALS	108
WWW TAGS	214
Total	67,566

37. Please provide the number of active “H” tags and “L” tags in FY 2013, FY 2014, and in FY 2015, to date.

Response: FY13 Active H Tags: 7,193
FY13 Active L Tags: 295
FY13 Total Active H & L Tags: 7,488

FY14 Active H Tags: 6,960
FY14 Active L Tags: 273
FY14 Total Active H & L Tags: 7,233

FY15 (YTD Feb 1st) Active H Tags: 6,864
FY15 (YTD Feb 1st) Active L Tags: 294
FY15 (YTD Feb 1st) Total FY15 Active H & L Tags: 7,158

38. Please provide the number of “H” tags and “L” tags issued (excluding renewals) in FY 2014.

Response: FY14 Issued H Tags: 87
FY15 Issued L Tags: 60

39. Please provide the average wait time at each service center and the inspection station. Also, for each, please indicate the day of the week and time of the day that experiences the longest and shortest wait time and how long/how short those wait times are, on average.

Response: In general, lunch hours between 11am-1pm should be avoided by customers at all service centers and the Inspection Station on all days. Also, the end of the month and days before and after holidays are more crowded.

Georgetown Service Center: 19 minutes average wait time
Longest avg wait time is 24 minutes on Saturdays from 12-2pm
Shortest avg wait time is 13 minutes on Thursdays from 8:15-10:15am

Penn Branch Service Center: 16 minutes average wait time
Longest avg wait time is 22 minutes on Tuesdays from 12-2pm
Shortest avg wait time is 12 minutes on Thursdays from 8:15-10:15am

Southwest Service Center: 32 minutes average wait time
Longest avg wait time is 38 minutes on Fridays from 12-2pm
Shortest avg wait time is 27 minutes on Thursdays from 8:15-10:15am

Rhode Island Service Center: 17 minutes average wait time
Longest avg wait time is 26 minutes on Saturdays from 1-3pm

Shortest avg wait time is 15 minutes on Thursdays from 8:15-10:15am

Inspection Station: 20 minutes average wait time

Longest avg wait time is 59 minutes on Tuesdays at 12:30pm

Shortest avg wait time is 4 minutes on Saturdays at 10am

40. Please provide the current timeframe for an appointment to obtain a limited purpose identification card or driver’s license.
- Please describe the agency’s efforts to reduce this timeframe.

Response: As of February 19, 2015, the next available appointment for a limited purpose identification card and driver license is March 24, 2015 and April 21, 2015, respectively. To reduce this timeframe, DMV met with the advocate community to encourage the elimination of making multiple appointments (which DMV tries to delete on a monthly basis) and the importance of cancelling appointments to reduce the 53% no-show rate. In response to DMV’s request for a unique identifier, which is critical for reducing multiple appointments, the advocate community requested the use of date of birth (DOB). Therefore, DMV has added DOB (which is not a unique identifier) as a mandatory appointment field. Additionally, DMV shared with advocates the need for them to assist in knowledge test preparation to reduce the test failure rate which is currently 84%. Finally, DMV reviews limited purpose data, on a weekly basis, to determine if any calendar appointment adjustments can be made to increase availability.

41. Please provide the number of limited purpose credentials issued (by month) since issuing of such credentials began, broken down by whether the credential is a limited purpose identification card or limited purpose driver’s license.

Response: See table below

Limited Purpose		
FY2014	Driver Licenses	Identification Cards
May	110	94
June	147	209
July	189	240
August	237	269
September	357	259
FY14 Total	1,040	1,071
FY2015		

October	341	271
November	389	321
December	422	273
January	388	255
FY15 Total	1,540	1,120
Total to Date	2,580	2,191

42. Please provide the steps the Department has taken in FY 2014 and FY 2015, to date, to comply with the federal REAL ID Act of 2005, either in narrative format or by providing an updated REAL ID compliance matrix.

Response: On May 1, 2014, DC DMV began issuing federally compliant driver licenses and identification cards in accordance with the REAL ID Act of 2005. DMV submitted its REAL ID compliance package to the Department of Homeland Security on September 29, 2014 and received full REAL ID compliance approval on November 17, 2014.

43. Does the Department track the number of hybrid, electric, or alternative fuel vehicles registered in the District? If so, please provide the registration numbers for these categories for FY 2013, FY 2014, and FY 2015, to date.

Response: See table below

Fuel Type	FY13	FY14	FY15 (YTD Feb 1, 2015)
HYBRID	1,826	2,627	1,440
FLEXIBLE FUEL	1,105	2,403	976
ELECTRIC	148	94	63
	3,079	5,124	2,479

Attachments

1. DMV FY15 Organizational Chart
2. DMV FY2015 Position List
3. DMV FY14/15 Initiatives
4. DMV FY14/15 Major Contracts
5. Feb 2015 DMV Adjudication Caseload Statistics