

FY15/16 Performance Oversight Questions

Department of Motor Vehicles

(Original Submission: Feb 18, 2016; Revised Submission: Feb 19, 2016)

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 FY16 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, commercial and for-hire vehicles 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.
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.
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 vehicle databases and service functions.
Technology Services	Ticket Information System	Provides for the operation of the adjudication recording system.
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, communications, performance management,

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
		facility management, warehousing and inventory control.
Agency Management	Communications	Provides communication services to include media inquiries, customer correspondence, program communications and social media.
Agency Management	Personnel	Provides human resources support for DMV to assure operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Training	Provides training to assure professional development of DMV personnel and accurate and consistent delivery of DMV services.
Agency Management	Property Management	Provides facility maintenance by the Department of General Services.
Agency Management	Legal Services	Provides legal counsel to the agency as it relates to DMV regulations and legislation.
Agency Management	Language Access Act	Provides language interpretation and translation 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, risk and integrity management and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services to DMV so the financial integrity of the District of Columbia is maintained.
Agency Financial Operations	Budget Operations	Works with program staff to develop, champion and manage the annual budget for the agency.
Agency Financial Operations	Accounting Operations	Ensures 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 FY2016 Position List

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

Response: No

2. Please list each **new program** implemented by the agency during FY 2015. 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 initiatives below

FY2015 INITIATIVES STATUS **Department of Motor Vehicles**

INITIATIVE 1: Conduct Returning Citizens outreach prior to release.

To assist soon-to-be-released returning citizens in clearing their driver records, the Driver Services Administration staff will partner with federal prisons (specifically Federal Correctional Institute, Cumberland) to conduct outreach. DMV employees will meet individually with returning citizens scheduled to be released within 6 months and advise them of all their outstanding DMV issues and make recommendations for resolution.

Status: In November 2014, DC DMV, in partnership with the Office of Returning Citizens, visited the Federal Correctional Institute in Cumberland to conduct outreach for those DC residents scheduled to be released within 6 months. Additional outreach visits have also been conducted. Funding was \$0.00.

INITIATIVE 2: Implement Full Reciprocity Plan (FRP).

In accordance with a ballot vote among all US jurisdictions, DMV will implement the Full Reciprocity Plan (FRP). The FRP will change the International Registration Plan (IRP) to make the Plan more efficient, more equitable and more flexible for its member jurisdictions and registrants by granting full reciprocity for all apportioned vehicles in all member IRP jurisdictions. It will also remove from the Plan any provisions related to estimated distance.

Status: By January 2015, DC DMV implemented the FRP. Funding was absorbed in the existing IRP contract.

INITIATIVE 3: Create safe driving self-assessment.

To assist drivers and concerned family members, DMV will create an online driving self-assessment that can be used to determine one's ability to continue to safely operate a motor vehicle. This assessment will assist in highlighting skills and/or competencies where a driver may have become deficient.

Status: By January 2015, DC DMV created a safe driving self-assessment which is available online. Funding was \$1,000.

INITIATIVE 4: Develop a portal for customers to submit fraud complaints.

The DMV Office of Service Integrity does not have a formal way for the public to initiate a DMV-specific fraud complaint. Therefore, DMV will develop an online portal and electronic form for customer use.

Status: The implementation of this electronic portal, on February 28, 2015, has allowed for better tracking of customer DMV-specific fraud complaints. To date, DMV has received 45 complaints. Funding was part of the Investigation Case Management System which was \$89,000.

INITIATIVE 5: Reduce in-person visits to renew driver license/identification card.

With the implementation of REAL ID, customers renewing or obtaining a duplicate credential must bring in various documents for revalidation. This process results in increased customer volumes due to multiple in-person visits. Additionally, it leads to increased customer dissatisfaction and inconvenience. To better service customers, DMV will implement a 45-day temporary extension of credentials for renewals and duplicates.

Status: Effective March 31, 2015, DC DMV now has the ability to issue a paper 45-day temporary extension of credentials for renewals and duplicates. This initiative has improved customer satisfaction as indicated by the customers who have received a temporary document; thereby allowing them to continue to drive while they obtained missing documents. The funding for this initiative was absorbed by our existing OCTO programmers.

INITIATIVE 6: Provide an online transaction for tracking license/ID mail dates.

To better serve the citizens of the District, DMV will create an online transaction for customers to track the mail date of their driver license and identification card. With the implementation of central issuance in November 2013, credentials are not mailed and customers often contact either 311 or DMV's correspondence unit for the status of their mailing.

Status: As of March 31, 2015, DMV rolled out this online transaction which has reduced customers' calls and allowed them to track the mailing of their credentials. The funding for this initiative was absorbed by our existing OCTO programmers.

INITIATIVE 7: Provide online real-time wait time data.

To decrease high customer volume during service center peak times, DMV will provide online real wait time data for citizens. This will allow customers to avoid peak times and better plan their visit.

Status: Online real wait time, coupled with wait watcher cameras, allow customers to make informed decisions about when and where to make an in-

person visit, if one is necessary. This initiative was completed on March 31, 2015 by our current queuing vendor contract. Funding was \$18,700.

INITIATIVE 8: Rollout New Knowledge Test System

To streamline the process and integrate it into our licensing system, DC DMV will rollout a new knowledge test system, including additional languages.

Status: On April 14, 2015, DC DMV rolled out a new knowledge testing system that expanded the languages offered from seven to fifteen. Additionally, an online practice test was also implemented in seven languages, and a new, online driver manual was introduced with additional bicyclist, pedestrian and streetcar information. Funding was \$226,388.

INITIATIVE 9: Break ground on the Penn Branch Service Center replacement.

To better serve the citizens of the District, DMV will partner with the Department of General Services (DGS) to relocate the Penn Branch Service Center. This initiative will increase both employee and customer satisfaction and will provide additional capacity to process a steadily increasing District population and undocumented residents.

Status: The groundbreaking was conducted on April 20, 2015 with attendance from the Mayor and other distinguished guests. The new facility is on schedule for a Tuesday, March 1, 2016 grand opening. Funding for the groundbreaking was absorbed by the developer.

INITIATIVE 10: Provide an online transaction for requesting disability placards.

Disabled customers often have difficulty in visiting the service center to obtain disability placards. DMV will provide an online transaction to allow customers to request disability placards. This will increase customer satisfaction and improve wait times.

Status: As of April 30, 2015, we have processed 175 online placard requests as customers use the service to avoid an in-person trip to obtain both temporary and permanent disability placards. Funding was \$0.0.

INITIATIVE 11: Implement the American Association of Motor Vehicle Administrator's (AAMVA) Driver License Data Verification (DLDV) program.

There is a potential for fraud when commercial and government organizations have to rely solely on the document presented. Therefore, DMV will partner with AAMVA to create a process for these organizations to verify District driver licenses online.

Status: DLDV was implemented on August 31, 2015. The funding for this initiative was absorbed by our existing OCTO programmers.

INITIATIVE 12: Provide annual customer service training.

DMV will train 90% of frontline employees on customer service techniques. The training will link customer service techniques to the agency's strategic policies, initiatives and performance measures.

Status: DMV met this annual goal by September 30, 2015 with the assistance of a new, in-house trainer. Funding was \$0.0.

INITIATIVE 13: Improve current appeal process and reduce response time.
To improve the current process and maximize the customer's experience, DMV will create an online appeals process to assist in reducing the time for internally processing appeals and minimizing overall response time. The current process is time-consuming and manually intense.

Status: On September 30, 2015, DC DMV implemented an online appeals request process that allows customers to easily submit an appeals request. Thus far, DMV has received 245 online appeal requests. Funding was included in our existing ticket processing contract.

INITIATIVE 14: Increase employee job-specific knowledge.
DMV will create and deliver bi-annual employee refresher training to enhance knowledge and improve customer satisfaction.

Status: By September 30, 2015, over 90% of frontline employees were trained on previously identified customer concerns and on the new knowledge test system. Funding was \$0.0.

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 FY2016 Position List. Note fringe benefits is 26% 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? What steps are taken when an employee does not meet individual job requirements?

Response: SMART (Specific, Measurable, Achievable, Relevant and Time-Related) 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 and provide training/counseling/coaching. The end of year performance evaluations are reviewed and approved by Administrators.

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

Employee	IPad/ Surface Pro	Cell Phone	Laptop	WIFI Device
Adrian Polite	X	X		
Amit Vora	X			X
Angela Brighthart		X		
Beverly Keenon		X		
Bobby McAdams		X		
Brigid Anderson		X		
Calvin Dyson	X	X		
Carole Cade		X		X
Cassandra Claytor	X	X		
CDL Test Examiner		X		
Charles Davis		X	X	
Cherice Stanley		X		
Christopher Dina		X		
Claude Thomas		X	X	X
Darnell Fountain		X		X
Darrell Bryant		X		X
David Glasser	X			X
Edward Tate		X		
Fabien Toussaint		X		

Employee	IPad/ Surface Pro	Cell Phone	Laptop	WIFI Device
Gabriel Robinson		X	X	X
Greg Simpson		X		
Gregori Stewart		X	X	
Gregory Furr	X	X		
Horniman Orjisson		X		
Jacinta Ball	X	X		
James Edwards		X		
Janae Seon		X		
Jeanette Pinnix		X		
Jeremy Beegle		X	X	
Joan Saleh	X	X		X
Juan Aliaga		X		
Leonard Golden		X	X	X
Lisa Payne		X		
Lucinda Babers		X		
Marcus Jackson		X		
Marquis Miles	X			
Montii Osei-Djan		X		
Nina Jones		X	X	
Odessa Nance		X		
Paula Coyoy	X	X		
Raja Bandla		X	X	X
Rakonda Delaney	X	X		
Richard Prunchak			X	
Rick Whitley		X		
Robert W Brown		X		
Robert Johnson		X		
Ronnie Dampier	X	X		
Service Integrity		X		
Shawn Adams		X	X	
Shirley Shepard		X		
Taniesha Warren	X	X		
Tanya Forbes	X	X		
Terrie Winnegan		X		
Tonya Miller		X		

Employee	IPad/ Surface Pro	Cell Phone	Laptop	WIFI Device
Tyrone Sweatt		X	X	
Tyronica Best		X		
Vanessa Newton		X	X	
Wanda Butler	X	X		
Appeals Board (Adjudication)			3	

- 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
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 2015 and FY 2016, 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 2015 and FY 2016, to date.

Response: See information below

Overtime

FY 2015 – \$323,910

FY 2016 (as of January End) – \$217,931

Workman’s Compensation Payments

FY 2015 – \$55,385

FY 2016 (as of February 9, 2016) – \$102,181

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 agencies	Public is allowed to verify their own information during transaction with the DMV	14 years	Pending upgrades include integration with new appointment system and additional online services.
e-TIMS	Ticketing/ Adjudication	Authorized DMV users and agencies	Public is allowed to verify their own information during transaction with the DMV and email ticket alert service	21 years	RFP pending final review (DMV, OCTO, OAG and OCP) prior to issuance.
Gordon Darby	Inspection Station results	Authorized DMV users and agencies	None	11 years	Interface is proposed to be upgraded with Destiny as part of inspection station modernization project by April 2016.

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
MIDS	Enhanced DL / ID digital picture system	Authorized DMV users	None	2 year and 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	6.5 years	None
LMS	Employee training system for tracking information	DMV employees	None	6.5 years	None
DCLARR	In-house image database for scanned documents	DMV employees	None	12 years	Planning to procure new imaging capabilities within next 12 months.
KTS	Knowledge testing system	DMV employees	None	9 months	None
Tensator	Queuing system	DMV employees	None	1 year 4 months	None

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, which was redesigned in October 2015, 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 (monthly newsletters and notices), service center public service announcements, public “Know Before You Go” campaign and annual reports. Additionally, we created a Fact vs Fiction webpage to ensure the dissemination of accurate information.

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,” dmv@dc.gov emails and emails sent directly to staff.

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 obtaining a REAL ID driver license or identification card, how to register and title a vehicle, and how to contest tickets. Additionally, customers thank staff for providing them with a positive experience. They often post a tweet on Twitter and share their interactions publicly on social media. Customers also comment on experiences which did not meet their expectations.

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

Response: DC DMV rewrote the content for its entire website, which was more than 700 pages. Additionally, the agency restructured the navigation of its website to make it easier for customers to find information and conduct their business online or successfully complete their in-person transaction in one visit. For example, the agency added seven more online services, including submitting an appeals application, checking the mailing status of driver licenses or identification cards, and applying for a disability placard online. Additionally, to meet our customers’ needs, the agency now offers its driver knowledge test in 15 different languages.

10. How has the agency tried to reduce agency **energy use** in FY 2015?

Response: The District’s Department of General Service (DGS) has responsibility for all District owned and leased facilities. In FY15, DGS replaced all T-12 light fixtures with more energy efficient T-8 fixtures in the Southwest Service Center. DGS also installed new weather stripping on the exterior entrance/exit doors to reduce heating/cooling losses. Additionally, DMV’s new Benning Ridge Service Center has been outfitted with thermal insulation, an energy efficient HVAC system, and an electrical system featuring occupancy sensors on all individual room lighting, time override general lighting controls and a lighting design that uses 17% less energy.

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

Number of Employees Hired in FY 2015 and YTD FY 2016 (as of 1/31/16)

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	13	6
Term	14	13

Temporary	2	0
Contract	1	0

12. Please provide the agency's FY 2015 Performance Accountability Report.

Response: See attached FY2015 DMV Performance Accountability Report.

B. BUDGET AND FINANCE

13. Please provide a chart showing your agency's **approved budget and actual spending**, by division, for FY 2015 and FY 2016, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

Response: See chart below

FY 2015 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$6,183,357	\$4,948,282	\$1,235,075	\$1.013M in unspent fixed costs
Agency Financial Operations	\$416,215	\$486,470	-\$70,255	Cost overrun due to overtime
Adjudication	\$16,962,125	\$13,132,986	\$3,829,139	\$3.5M MPD Intra-District/budget authority and vacancy lapse
Vehicle Services	\$10,825,396	\$10,033,216	\$792,180	\$600k vacancy lapse for inspection station
Driver Services	\$4,839,696	\$4,810,537	\$29,159	
Service Integrity	\$220,547	\$178,720	\$41,827	
Information Technology	\$4,863,918	\$4,624,582	\$239,336	\$197,595 in contractual services
Total	\$44,311,254	\$38,214,793	\$6,096,461	

FY 2016 Budget vs. Actuals				
Thru January End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$5,434,217	\$2,862,872	\$2,571,345	Expenditures on target
Agency Financial Operations	\$580,039	\$122,369	\$457,670	Expenditures below target due to vacancies
Adjudication	\$16,466,458	\$3,837,921	\$12,628,537	Expenditures below target due to vacancies
Vehicle Services	\$10,938,768	\$4,423,593	\$6,515,175	Expenditures on target
Driver Services	\$5,740,029	\$1,608,005	\$4,132,024	Expenditures on target

FY 2015 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Service Integrity Information Technology		\$80,888	-\$80,888	Program no longer used; therefore, payroll posting error that is being corrected.
	\$4,274,786	\$2,873,768	\$1,401,018	Expenditures on target
Total	\$43,434,297	\$15,809,416	\$27,624,881	

14. Please list any **reprogrammings**, in, out, or within, related to FY 2015 or FY 2016 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 2015 Reprogrammings				
In, Out, Within	Original Purpose of Funds	Type of funds	Reprogramming Purpose of Funds	Amount
Within	Personnel	Local, SPR	Inspection Station Renovation Project	\$490,000
Out	Personnel	Local	DPW Spending Pressure - Trash Collection and Snow Removal	\$1,100,000
Total				\$1,590,000

FY 2016 Reprogrammings				
In, Out, Within	Original Purpose of Funds	Type of funds	Reprogramming Purpose of Funds	Amount
	None			
Total				\$0

15. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2015 and FY 2016, to date.

Response: See tables below

Department of Motor Vehicles
FY 2015 Intra-Districts
(Year End)

DMV as the Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
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MPD	TKTMPD	MPD Ticket Processing	\$4,012,000.00	\$2,952,132.39	\$1,059,867.61	\$0.00
OAH	TKTOAH	OAH Ticket Processing	\$47,495.00	\$47,495.00	\$0.00	\$0.00
DOES	PEPTEP	Project Empowerment	\$6,500.00	\$6,500.00	\$0.00	\$0.00
OFT	TPPOFT	OFT Ticket Payment Plans	\$12,000.00	\$12,000.00	\$0.00	\$0.00
Grand Total			\$4,077,995.00	\$3,018,127.39	\$1,059,867.61	\$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	\$354,370.00	\$285,766.95	\$68,603.05	\$0.00
			\$390,886.00	\$322,282.95	\$68,603.05	\$0.00
OCTO	0100	FY15 City Wide IT Assessment	\$2,433,150.75	\$2,223,443.60	\$209,707.15	\$0.00
OFRM	0600	Natural Gas	\$106,625.00	\$76,632.78	\$29,992.22	\$0.00
OFRM	0100	Phone	\$56,000.00	\$25,000.00	\$31,000.00	\$0.00
OFRM	0600	Phone	\$288,427.73	\$288,427.73	\$0.00	\$0.00
			\$344,427.73	\$313,427.73	\$31,000.00	\$0.00
OCP	0100	Purchase Card	\$62,680.00	\$149,731.58	\$1,245.42	-\$88,297.00
OCP	0600	Purchase Card	\$88,297.00	\$0.00	\$0.00	\$88,297.00
			\$150,977.00	\$149,731.58	\$1,245.42	\$0.00
OFT	0100	Armored Car Services	\$24,000.00	\$24,000.00	\$0.00	\$0.00
OFT	0600	Cashiering Services	\$171,160.00	\$171,160.00	\$0.00	\$0.00
DDOE	0600	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$340,126.00	\$326,523.07	\$13,602.93	\$0.00
DGS	0100	Rent	\$574,032.00	\$111,660.28	\$462,371.72	\$0.00
	0600	Rent	\$437,872.00	\$0.00	\$437,872.00	\$0.00
			\$1,011,904.00	\$111,660.28	\$900,243.72	\$0.00
DGS	0100	Security	\$70,720.00	\$70,719.90	\$0.10	\$0.00
DGS	0600	Security	\$1,352,505.70	\$1,352,505.70	\$0.00	\$0.00
			\$1,423,225.70	\$1,423,225.60	\$0.10	\$0.00
DPW	0100	Fleet	\$23,903.81	\$23,187.44	\$716.37	\$0.00

DPW	0100	Shared Services	\$151,516.00	\$151,516.00	\$0.00	\$0.00
DPW	0600	Shared Services	\$151,516.00	\$151,516.00	\$0.00	\$0.00
			\$303,032.00	\$303,032.00	\$0.00	\$0.00
OFRM	0600	Steam	\$41,363.00	\$35,852.51	\$5,510.49	\$0.00
OFRM	0600	Water	\$9,701.00	\$9,701.00	\$0.00	\$0.00
	0100	Single Audit	\$2,500.00	\$2,500.00	\$0.00	\$0.00
DGS	0100	DMV Vehicle Inspection Buildout	\$801,703.52	\$801,703.52	\$0.00	\$0.00
DCTC	0600	DCTC MOU (Out of State Registration)	\$200,000.00	\$200,000.00	\$0.00	\$0.00
Grand Total			\$7,778,685.51	\$6,518,064.06	\$1,260,621.45	\$0.00

Department of Motor Vehicles
FY 2016 Intra-Districts
(January)

DMV as the Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$4,206,735.59	\$68,160.59	\$0.00	\$4,138,575.00
DOES	PEPTEP	Project Empowerment	\$6,500.00	\$0.00	\$0.00	\$6,500.00
Grand Total			\$4,213,235.59	\$68,160.59	\$0.00	\$4,145,075.00

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OCTO	0100	FY16 City Wide IT Assessment	\$2,353,961.00	\$467,014.86	\$0.00	\$1,886,946.14
OFRM	0600	Phone	\$358,088.46	\$60,779.20	\$0.00	\$297,309.26
OCP	0100	Purchase Card	\$4,262.42	\$30,803.15	\$0.00	-\$26,540.73
OCP	0600	Purchase Card	\$40,000.00	\$0.00	\$0.00	\$40,000.00
			\$44,262.42	\$30,803.15	\$0.00	\$13,459.27
OFT	0100	Armored Car Services	\$24,000.00	\$0.00	\$0.00	\$24,000.00

DDOE	0600	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$471,556.72	\$89,394.72	\$0.00	\$382,162.00
DGS	0100	Security	\$53,654.76	\$0.00	\$0.00	\$53,654.76
	0600	Security	\$1,367,259.00	\$173,139.42	\$0.00	\$1,194,119.58
			\$1,420,913.76	\$173,139.42	\$0.00	\$1,247,774.34
DPW	0100	Fleet	\$23,254.00	\$7,044.43	\$0.00	\$16,209.57
Grand Total			\$4,696,036.36	\$828,175.78	\$0.00	\$3,867,860.58

16. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2015 and FY 2016, 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 2015 and FY 2016, to date.
- Expenditures of funds, including the purpose of each expenditure, for FY 2015 and FY 2016, to date.

Response: See tables below

FY 2015

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.	3,572,950	3,548,240	178,269 in PS costs, 39,015 in supplies, 609,141 in fixed costs, 1,247,979 in other services and charges, 1,373,837 in contractual services & 99,999 in equipment
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.	5,647,308	4,840,220	2,291,395 in PS costs, 38,155 in supplies, 1,439,745 in fixed costs, 424,724 in contractual services and 630,200 in other services and

						charges & 16,000 in equipment
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.	270,825	270,825	75,000 in PS costs, 195,825 in contractual services (which includes 146,456 to DCTC)

FY 2016 – As of January 31, 2016

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.	938,969.59	1,267,793	38,660 in PS costs, 5,475 in supplies, 358,088 in fixed costs, 340,329 in other services and charges & 525,241 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.	1,507,559	2,422,020	863,274 in PS costs, 11,660 in supplies and materials, 1,367,259 in fixed costs, 98,859 in other services and charges, & 80,967 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 Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	74,701	31,249	31,249 in contractual services

17. 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 (Response revised on 2/19/16)

**Department of Motor Vehicles
Capital Projects**
(as of 02/12/16)

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	\$2,102,873	\$1,607,929	\$0	\$167,698
Planned Remaining Spending					
Inspection station infrastructure upgrades. Specifically, we are renovating the employee and customer service areas.					

Project Number	RID01	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	\$2,660,192	\$279,940	\$100,405	\$5,462

Planned Remaining Spending
REAL ID implemented on May 1, 2014. Remaining funds being used for system modifications during the first years of implementation.

Project Number	TPS01	Project Title	Ticket Processing System		
Project Description					
The DMV proposes to replace the existing contractor hosted ticket processing system with a new state of the art technology solution.					
Index	T01C6	PCA	T01C6	Agency Obj	0409
Status	Ongoing	Appr Year	2016	Implementing Agency	DMV
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$5,500,000				\$0	\$5,500,000
Planned Remaining Spending					
The final RFP is currently undergoing review by OCP, OCTO and OAG prior to being put out to bid later this year.					

Project Number	MVS16	Project Title	Destiny Replacement Project		
Project Description					
The District of Columbia, Department of Motor Vehicles (DMV) has a requirement for a modernized, state-of-the art licensing and registration system. DMV seeks to acquire contract services for the development, customization, and systems integration through the issuance of a Request for Proposal (RFP) for new application software for the web-based motor vehicle's system.					
Index	S16C6	PCA	S16C6	Agency Obj	0409
Status	Ongoing	Appr Year	1999	Implementing Agency	DMV
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$3,000,000			\$0	\$0	\$3,000,000
Planned Remaining Spending					
The final RFP is currently undergoing review by OCP, OCTO and OAG prior to being put out to bid later this year.					

18. Please provide a complete accounting of all **federal grants** received for FY 2015 and FY 2016, to date.

Response: No federal grants received in FY2015 or YTD FY2016

19. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2015 and FY 2016, 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 FY15/16 DMV Major Contracts

20. Please provide the details of any **surplus** in the agency's budget for FY 2015, including:

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

Response: Refer to response to question #13.

C. LAWS, AUDITS, AND STUDIES

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

Response: None

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

Response: None

23. 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 LICENSES	2/27/2015
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	9/12/2014
4	MOTOR VEHICLE TITLE AND REGISTRATION	2/27/2015
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	8/21/2015
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	COMMERCIAL DRIVER LICENSES AND COMMERCIAL LEARNER PERMITS	10/16/2015
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

24. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2015 that significantly affect agency operations.

Response: None

25. Please provide a list of all **MOUs** in place during FY 2015.

Response: Refer to response to question #15.

26. Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2015. Please state the status and purpose of each study.

Response: None

27. 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 2015 and FY 2016, to date.

Response: See table below

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY16	DC DMV/Service Integrity	Possible employee fraud	Investigation On-going
FY15	DC DMV/Service Integrity	Possible Workers Compensation fraud	Investigation On-going
FY15	DC DMV/Service Integrity	DC Used Car Dealership Audits	Investigation Completed Findings of two audits conducted on two DC used car dealerships concluded the dealerships were committing identity theft and were submitting fraudulent documentation to DC DMV. The findings of the hearings conducted by adjudication concluded with the dealerships being revoked by DC DMV.
FY15	DC DMV/Service Integrity	Workers Compensation fraud	Investigation Completed Case involving an employee staging fall at the Inspection Station to obtain workers compensation benefits. The employee has been terminated.
FY15	DC DMV/Service Integrity	Employee FMLA fraud	Investigation Completed Employee was investigated for allegedly receiving Family and Medical Leave Act (FMLA) benefits from DC DMV while being employed in another jurisdiction prior to retirement from DC Government. The investigation concluded the employee was employed by an outside employer while concurrently receiving FMLA benefits from DC DMV, and the case was referred to the DC OIG.

28. 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. If the recommendation has not been implemented, please explain why.

Response: See table below

DC DMV Recommendations			
Fiscal Year	Agency	Description	Status
FY15	DC OIG	Management Implication Report – Compliance with DC Code §47-2881, Placement of IG Hotline in Permit & Application Forms	Complete. DMV complied with requirements by ordering new DL/ID applications and reviewing all other permit related forms and applications for IG hotline verbiage.
FY15	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.
FY15	FMCSA	Review of DMV’s compliance with CDL federal requirements.	Complete. Based on review, DMV met compliance requirements and no recommendations were made.

D. PROGRAM-SPECIFIC QUESTIONS

29. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart (attached), including statistics from FY 2014, FY 2015, and FY 2016 (as of January 1, 2016 or later).

Response: See table below

DMV Adjudication Caseload Statistics

	FY 2014	FY 2015	FY 2016 (thru 1/31/16)
Parking Citations			
Number of Citations Processed	1,684,863	1,744,121	500,923
Number of Requests for Adjudication Filed	149,814	153,815	49,162

Number of Cases Pending as of October 1	294	41,875	51,503
Number of Final Orders Issued	189,364	127,970	47,354
Number of Final Orders that Dismissed	79,769	58,234	21,347
Number of Final Orders that Affirmed	104,935	60,815	22,245
<i>Moving Citations</i>			
Number of Citations Processed	91,214	74,407	22,665
Number of Requests for Adjudication Filed	39,652	34,219	10,829
Number of Cases Pending as of October 1	458	274	638
Number of Final Orders Issued	32,193	26,691	8,786
Number of Final Orders that Dismissed	17,604	14,356	4,945
Number of Final Orders that Affirmed	9,814	6,846	1,919
<i>Photo Citations</i>			
Number of Citations Processed	374,890	657,444	333,229
Number of Requests for Adjudication Filed	37,847	43,175	27,228
Number of Cases Pending as of October 1	3,372	12,521	35,372
Number of Final Orders Issued	62,341	38,344	12,451
Number of Final Orders that Dismissed	21,549	13,326	3,370
Number of Final Orders that Affirmed	39,797	23,406	8,169
<i>Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters)</i>			
Number of Requests for Adjudication Filed	1,445	1,474	271
Number of Final Orders Issued	1,445	1,474	271
Number of Final Orders that Dismissed / Reversed	180	569	150
Number of Final Orders that Affirmed	585	202	18
<i>General</i>			
Mean Length of Time Required to Close a Case (Filing to Final Order)	92 days	73 days	127 days
Number of Hearing Examiners	19	14	14
Mean Caseload per Hearing Examiner	10,694	8,433	2,786
<i>Traffic Adjudication Appeals Board</i>			
Number of Cases Pending as of October 1	4,734	2,833	2,106
Number of Final Orders Appealed	2,607	259	237
Number of Decisions Issued	1,753	2,776	1,198
Mean Length of Time Required to Close a Case	21 months	20 months	18 months
Number of Board Meetings	weekly	Biweekly	Biweekly
<i>*Collections</i>			
Number of Citations Processed	2,150,967	2,475,929	856,817
Value of Citations Processed	\$180,640,111	\$225,891,216	\$81,562,852

Number of Citations Paid	1,873,538	1,960,043	712,425
Number of Citations Paid to DMV pre-collections	1,695,442	1,790,316	660,477
Value of Citations Paid to DMV pre-collections	\$120,120,604	\$135,106,025	\$38,471,359
Number of Citations Paid to Outside Collectors	178,096	169,727	51,948
Value of Citations Paid to Outside Collectors	\$21,317,798	\$21,657,709	\$6,923,941
Number of Unpaid Citations	506,220	627,574	337,354
Value of Unpaid Citations	\$60,996,859	\$84,860,214	\$46,158,135
Value of Unpaid Citations Owed by District Residents	\$14,388,741	\$17,774,346	\$10,344,321
Value of Unpaid Citations Owed by Maryland Residents	\$25,620,249	\$35,701,435	\$19,133,193
Value of Unpaid Citations Owed by Virginia Residents	\$12,230,007	\$17,885,886	\$9,582,165
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$8,757,862	\$13,498,547	\$7,098,456

***NOTE:** Revenue/collections reflected on this spreadsheet consist of revenue as reported in DC DMV's ticket processing database and is not revenue as certified by the Office of the Chief Financial Officer.

30. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2014, FY 2015, and FY 2016, to date (*i.e.* officer failed to appear at hearing, etc.).

Response: See table below

Dismissal Reason	FY14	FY15	FY16 (thru 1/31/16)
Dismissed on merits- legal defense to ticket provided	72,343	71,832	5,897
Ticket defective	12,962	10,305	940
Ticket submitted late for processing	11,378	13,557	6,250

31. Last year, DMV noted that information was not captured in the ticket database regarding legal defenses leading to dismissal of traffic enforcement tickets. Did DMV capture such information in FY 2015? If not, please describe any impediments faced by DMV in collecting information regarding legal defenses that lead to the dismissal of a moving, parking, or automated traffic enforcement ticket, and what steps are necessary to facilitate the collection such information in the future.

Response: Last year, we interpreted this question to be the top three legal defenses raised by the respondent. However, we now see this question is not specific to the respondent, but based on any legal defense raised by the respondent or noted by the hearing examiner. Therefore, we have provided the top defenses in the table below. It should be noted we do not have specific disposition codes for the 11 legal defenses (which mainly make up the “dismissed on the merits” category) as provided in the code for parking and moving violations. Many of our codes are based on specific requirements requested by the issuing agencies for their tracking and training purposes. However, we will create specific codes for the 11 legal defenses to allow for additional reporting in the future. (Response revised on 2/19/16)

Dismissal Reason	FY14	FY15	FY16 (thru 1/31/16)
Dismissed on merits- legal defense to ticket provided	72,343	71,832	5,897
Park Mobile Receipt	8,505	5,426	1,834
Officer Absent	7,794	6,596	2,080
Rosa Exemption	7,228	6,801	2,003

32. 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.

Response: See table below

Panel #	DMV Employee Member	Citizen Member	Attorney Member
Board 1	Carole Cade	Nadine Robinson	Vacant
Board 2	Pia Pyles	Rotating Hearing Examiner	Wyndell Banks

- Any current vacancies on a panel (and when the Department anticipates filling such vacancies)

Response: DMV has not been able to successfully recruit a volunteer, DG government attorney member, specifically from the Office of the

Attorney General (OAG), for Board 1, but continues to seek a qualified candidate.

- Last year, DMV noted that Board 3 was discontinued at the end of FY 2014. Has DMV been able to manage the caseload with only two panels? If not, please note whether Board 3 has been re-established and whether attempts to locate an OAG member for Board 2 has been successful. Additionally, what steps are being taken by the agency to increase citizen and OAG member involvement?

Response: During FY15, DMV created its first full-time appeals board to address the backlog. Through implementation of a number of strategies and full time availability, the appeals backlog has been reduced from approximately 4,000 cases to under 800 cases. It is anticipated a response time of 90 days or less will be reached prior to the end of this fiscal year due to a decrease in appeal requests.

33. Please provide the number of adjudications processed in FY 2014, FY 2015, and FY 2016 to date, broken down by category (in-person, online, and mail).

Response: See table below

Source	FY14	FY15	FY16 thru 1/31/16
In-person	74,449	68,791	22,694
Mail	73,231	40,620	12,369
Online	135,442	79,717	29,784
Total	283,122	189,128	64,847

34. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2014, FY 2015, and FY 2016, to date.

Response: The mean length of time required to close a case from filing to final order was 92 days in FY14, 73 days in FY15 and 127 days in FY16 as of 1/31/16.

35. Please provide the number of requests for reconsideration upon a finding of liability in FY 2015 and FY 2016 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

Response: See table below

	FY15	FY16 thru 1/31/16
Reconsider Received	5,399	2,688

Reconsider Denied	2,760	2,044*
Reconsider Granted	1,248	2,015*

*Number includes cases received in FY15 and decided in FY16

36. 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 2014, FY 2015, and FY 2016, 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 21 months in FY14, 20 months in FY15 and 18 months in FY16 as of 1/31/16.

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

Response: Refer to response for question #32.

37. How many vehicles were titled/registered in the District in FY 2014, FY 2015, and FY 2016, to date?

Response: See table below

Vehicles Titled/Registered (As of Jan 31, 2016)	
Fiscal Year	Vehicles Titled/Registered
FY14	67,566
FY15	83,220
FY16	27,673

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2015.

Response: See table below

Tag Type	Issued Counts
ALPHA KAPPA ALPHA TAGS	1
ALPHA PHI ALPHA FRATERNITY TAGS	2
ANACOSTIA RIVER COMMEMORATIVE TAGS	694
BUS TAGS	548
CHILDREN FIRST FOUNDATION	1
COMMERCIAL TAGS	775

Tag Type	Issued Counts
DC GOVT MOTORCYCLE TAGS	5
DC GOVT TAGS	637
DC LODGE TAGS	25
DEALER TAGS	416
DEALER TEMPORARY TAGS	1,005
DELTA SIGMA THETA TAGS	3
DISABILITY TAGS	340
DISABLED AMERICAN VETERAN TAGS	19
DISABLED VETERAN TAGS	9
DOCTOR TAGS	1
FIRE FIGHTER TAGS	34
HISTORICAL TAGS	158
LIMOUSINE TAGS	64
LOW TAGS	238
MASONS TAGS	1
MISSISSIPPI STATE UNIVERSITY	1
MOREHOUSE COLLEGE ALUMNI	1
MOTORCYCLE TAGS	1,230
MOTORCYCLE TEMPORARY TAGS	19
OFFICE OF VETERANS AFFAIRS TAGS	45
PERSONALIZED TAGS	607
PLEASURE TAGS	65,647
RENTAL TAGS	1254
SOUTHERN METHODIST UNIVERSITY	1
TAXI TAGS	264
TEMPORARY TAGS	8,445
TRAILER TAGS	256
TRANSPORT TAGS	24
UNIVERSITY OF MICHIGAN	1
UNIVERSITY OF MISSISSIPPI	3
WASHINGTON NATIONALS	197
WHITE STARS TAGS	1
WWW TAGS	248
Total	83,220

38. Please provide the number of active “H” tags and “L” tags in FY 2014, FY 2015, and FY 2016, to date.

Response: See table below

Tag Type	FY14	FY15	FY16 (as of 1/31/16)
H Tags Active	6,960	6,916	6,882
L Tags Active	273	293	287

39. Please provide the number of “H” tags and “L” tags issued (excluding renewals) in FY 2014, FY 2015, and FY 2016, to date.

Response: See table below

Tag Type	FY14	FY15	FY16 (as of 1/31/16)
H Tags Issued	87	264	57
L Tags Issued	60	64	13

40. 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. The table below provides additional information:

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Inspection Station	13 minutes	24 minutes	4 minutes
		Tues at 12pm	Sat at 11am
Georgetown Service Center	23 minutes	32 minutes	16 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Penn Branch Service Center	17 minutes	22 minutes	13 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
	24 minutes	27 minutes	21 minutes

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Rhode Island Service Center		Sat, 1-3pm	Thurs, 8:15-10:15am
Southwest Service Center	39 minutes	44 minutes	31 minutes
		Fri, 12-2pm	Thurs, 8:15-10:15am

41. 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 14, 2016, the next available appointment for a limited purpose identification card and driver license is June 9, 2016 and June 29, 2016, respectively. To reduce this timeframe, DMV met with the advocate community to encourage the elimination of making multiple appointments (which DMV tries to delete) and the importance of cancelling appointments to reduce the average 58% no-show rate. In response to DMV's request for a unique identifier (such as a tax ID number), which is critical for reducing multiple appointments, the advocate community requested the use of date of birth (DOB). Although, DMV has added DOB (which is not a unique identifier) as a mandatory appointment field, this is not reducing duplicate appointments. In the last few weeks, the appointment system has been enhanced to require a registration process as a means to reduce duplicate appointments.

Additionally, the Office of Human Rights provided a grant to an advocate organization to provide knowledge test preparation sessions to reduce the test failure rate which is currently 73%. It is currently unknown whether this test preparation has had a significant impact. However, the high failure rate requires the average individual to need to take the test between four to six times prior to obtaining a driver license.

Although DMV did not request additional resources, other than one driver examiner, for the implementation of limited purpose credentials, we are in the process of estimating the cost of additional resources (i.e., location, staffing, knowledge testing machines, etc) to provide increased capacity for processing limited purpose credentials.

42. 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		
	Driver Licenses	Identification Cards
FY2014		
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
February	362	184
March	397	216
April	411	164
May	264	156
June	249	172
July	276	242
August	288	230
September	411	206
FY15 Total	4,198	2,460
FY2016		
October	452	207
November	298	177
December	353	220
January	330	162
FY16 Total	1,433	766
Total to Date	6,671	4,297

43. Please describe the agency's efforts to provide testing and study materials in languages other than English. Please list all available languages and how residents can obtain and access study materials.

Response: DC DMV offers the driving manual and online practice knowledge Test in the following seven (7) languages:

- English

- Amharic
- Chinese
- French
- Korean
- Spanish
- Vietnamese

These resources are available online on the DC DMV website.

DC DMV offers the driver knowledge test in the following fifteen (15) languages:

- English
- Amharic
- Arabic
- Cantonese
- French
- German
- Japanese
- Korean
- Mandarin
- Portuguese
- Russian
- Spanish
- Tagalog
- Thai
- Vietnamese

44. Please describe the difference between the written/driving test failure rates for limited purpose licenses versus traditional licenses. What, if anything, has DMV been doing to improve the outcomes for the limited purpose driver's licenses?

Response: The knowledge test failure rate for customers seeking a REAL ID learner permit is 49% and 73% for customers seeking a Limited Purpose learner permit.

DC DMV currently does not track the REAL ID vs Limited Purpose failure rate for the road skills test. The overall failure rate is 19%.

To improve the outcome for customers seeking a Limited Purpose driver license, DC DMV has undertaken the following initiatives:

- **Community Meetings** – the agency Director attended special information sessions at various sites throughout the District to discuss the limited purpose credentialing process including, but not limited to:
 - Required documentation

- Study materials
 - Language Access
 - Appointment scheduling
 - Support from community advocates
- **Meetings with Community Advocates** – DC DMV has engaged in meetings with several community advocate organizations to discuss process improvements to the Limited Purpose credentialing process, including strategies on how to lower the “no-show” rate for appointments and increase the passing rate for the driver knowledge test.
 - **Blitz Sessions** – the agency Director, in coordination with the Office of Latino Affairs (OLA) and the Office of Human Rights (OHR), has been conducting blitz sessions to pre-review Limited Purpose required documentation and schedule special Monday appointments for those customers ready to take the knowledge test. At these sessions, residents are also provided with driver manuals and practice tests. Additionally, when available, customers were able to sign up for knowledge test preparation classes offered by a community organization through an OHR grant.
 - **Special Monday Hours** – customers who attended the Blitz Sessions were able to visit a DMV service center on designated Mondays, when the DMV is closed to the public, to receive services and take the driver knowledge test.

45. What is the status of DMV’s modification of its Proof of Residency requirements to improve the access of wards of the Child and Family Service Agency (CFSA) placed outside of the District and homeless persons to identity cards and/or driver’s licenses?

Response: In February 2015, a DHS approved social service residency form was created specifically for CFSA wards who are fostered in non-DC homes for the purpose of these wards obtaining a DC identification card. The residency form is available from CFSA, and the wards are processed only by DMV personnel who work in the DMV Director’s office. Additionally, the existing DHS approved social service residency form (primarily for homeless individuals) was enhanced in early January 2016 to allow for a contact address to be used for those individuals with family/friends who can accept mail on their behalf, but do not have the means to house them. This special need for a contact address was supported by social service organizations who were unable to receive mail on behalf of homeless individuals. Also, the enhanced form allows individuals to receive either a no fee identification card or a for fee driver license.

46. Does DMV waive registration fees based on income or any other factor? If so, how many fee waivers did DMV issue in FY 2015 and FY 2016 to date?

Response: District law does not provide for the waiver of registration fees based on income. Currently, the law provides for the waiver of registration fees for veterans with a service-connected permanent and total disability, as determined by the Department of Veterans Affairs. Such individuals may receive one set of tags (i.e., DAV, Veteran, passenger, etc) at no fee for a non-commercial vehicle.

Registration Fees Waived in FY 2015 = 3

Registration Fees Waived in FY2016 (as of 1/31/16) = 2

47. Please provide the registration numbers for hybrid, electric, and alternative fuel vehicles in the District, for FY 2014, FY 2015, and FY 2016, to date.

Response: See table below for vehicles registered in the various fiscal years

Fuel Type	FY14	FY15	FY16 (as of 1/31/16)
Electric	94	114	70
Flex	2,403	2,971	1,040
Hybrid	2,627	1,843	769

Attachments

1. Q1 - DMV FY16 Organizational Chart
2. Q1 and Q2 - DMV FY2016 Position List
3. Q12 - FY2015 DMV Performance Accountability Report
4. Q19 - DMV FY15/16 Major Contracts