

DMV FY17/18
Performance Oversight Questions
Department of Motor Vehicles

A. ORGANIZATION AND OPERATIONS

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

Response: See attached DMV FY2018 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 | Provides 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. Note this is an internal program with no FTEs. |
| 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. There are four service centers and one road test location which provides all in-person licensing and registration services to customers. |
| 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. Note this is an internal program with no FTEs. |
| Technology Services | Ticket Information System | Provides for the operation of the adjudication ticket processing database and system. Note this is an internal program with no FTEs. |

| DMV Agency Divisions/Programs | | |
|--------------------------------------|-----------------------------------|--|
| Division/Program | Sub-Division/ Activity | Description |
| Agency Management | N/A | Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes personnel, training, customer service, administrative services, legislative affairs, communications, performance management, 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 by knowledgeable employees. |
| Agency Management | Property Management | Provides facility maintenance by the Department of General Services. Note this is an internal program with no FTEs. |
| 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. Note this is an internal program with no FTEs. |
| 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, using the Office of the Chief Financial Officer personnel, 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, frozen, and filled positions.

Response: See attached DMV FY2018 Position List

- Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

Response: There were no changes to the organization made during the previous year.

2. Please list each **new program** implemented by the agency during FY 2017. 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

FY17/18 Department of Motor Vehicles Initiatives

Initiative 1: Implement encrypted emails for customers' Personally Identifiable Information (PII).

Description: To ensure increased security of customers' personally identifiable information (PII), DMV will implement email encryption for all outgoing emails which include PII. This initiative supports requirements outlined by the Office of the Chief Technology Officer (OCTO) as it relates to computer security.

Status Update: This initiative was completed in November 2016. OCTO provided the encryption software we used at no cost to DMV.

Initiative 2: Rolled out Reverse ATM for cash customers.

Description: Currently, DMV employees can only completely process customers who pay with credit card, money order or check. Customers paying by cash must be processed by the Office of Finance and Treasury (OFT) employees who are bonded to accept cash. This payment process often results in increased customer wait times for those paying by cash. Therefore, DMV, in partnership with OFT, will pilot a Reverse ATM machine that will allow DMV employees to accept cash vouchers to complete cash transactions.

Status Update: This initiative was completed in November 2016 with the first Reverse ATM installed at Benning Ridge. A second unit was installed at Rhode Island in September 2017. Funding was absorbed by the OFT.

Initiative 3: Implement low tag expiration extension.

Description: Currently, low tags (i.e., 1-1250 tags which are issued by the Mayor and Council) expire each year on March 30th. Since the majority of low tags are issued for the duration of the Mayor or Councilmember's term, this one-year expiration results in DMV efficiencies and customer inconveniences. Therefore, DMV will extend low tags from one to two years.

Status Update: By December 2016, DMV notified the Mayor's office and Council that 2017 low tag issuance would be two years, instead of one. Funding was absorbed by our existing OCTO programmers.

Initiative 4: Implement recall information on inspection report.

Description: Although DC DMV no longer provides safety inspections for passenger vehicles, we understand recall information results in the need for critical repairs for vehicle owners.

Status Update: In January 2017, DC DMV became the first jurisdiction in the nation to print vehicle recall information on the inspection report as another reminder for residents to take their vehicle to the manufacturer for needed repairs. Also, DMV partnered with Honda to conduct the vehicle emission inspection and provide the Takata air bag replacement service for residents using special Monday hours at the Inspection Station. Funding was absorbed by our existing inspection station contracts.

Initiative 5: Relocate Adjudication Services.

Description: DC DMV will partner with the Department of General Services to relocate Adjudication Services from 301 C Street, NW to 955 L'Enfant Plaza, SW.

Status Update: Adjudication Services successfully relocated on February 13, 2017. Funding for the new facility was in DGS' budget, and the funding for relocations cost DMV approximately \$450,000.

Initiative 6: Renovate Inspection Station into customer and employee focused facility.

Description: The Inspection Station is over 20 years old without the benefit of any facility improvements. Therefore, by September 2018, DC DMV will coordinate with the Department of General Services to renovate the employee, customer and inspection areas to improve the quality of life experience for both customers and employees.

Status Update: Phase one, which included the inside customer and employee areas, was completed in April 2016. Phase two, which includes creation of a gas room, window replacement and inspection lane upgrades, started in March 2017 and is estimated to be completed in September 2018. Funding has been \$2M in capital funds.

Initiative 7: Implement new queuing system.

Description: With the relocation of Adjudication Services in 2017, DC DMV decided to obtain a new queuing system. The new system will provide more flexibility in operations.

Status Update: This initiative was completed in April 2017. Funding was approximately \$159,064.

Initiative 8: Implement new credential design.

Description: To eliminate potential confusion throughout the country, DMV will replace the jurisdiction on our credentials with Washington, DC versus District of Columbia.

Status Update: This initiative was completed on June 1, 2017. We spent approximately \$150,000 on a media campaign and \$106,000 to buy out the existing inventory from our licensing vendor.

Initiative 9: Implement gender-neutral identifier.

Description: In support of the LGBTQ community, DMV will create the option for the use of a gender-neutral identifier on DC DMV credentials. This initiative will expand upon our current Gender Designation form.

Status Update: This initiative was completed on June 27, 2017 with the issuance of the nation's first gender-neutral credential. We spent \$15,000 to reprint our driver license application with the new gender option. All other costs were absorbed by our existing OCTO programmers and license printing contractor.

Initiative 10: Create online salvage title log.

Description: Currently, customers with salvage titles must submit their titles to DMV for law enforcement to conduct a salvage and auto theft inspection. Since the time-period can vary, the customer often must make an in-person DMV visit to determine if their salvage title has been returned and is approved for titling and registration. DMV will create an online salvage title log transaction which allows customers to check the status of their request.

Status Update: This initiative was completed in June 2017. Funding was absorbed by our existing OCTO programmers.

Initiative 11: Study the elimination of non-driver suspensions/revocations.

Description: Many resources, including DMV personnel and law enforcement, are used to process and manage driver license suspensions/revocations. Therefore, DMV will conduct a study to determine the feasibility and impact of elimination non-driver related suspensions/revocations. Furthermore, the elimination of non-driver related suspensions/revocations will allow more residents to maintain a valid driver license which may be necessary for them to work and provide for their families.

Status Update: The study, completed in July 2017, recommended that drug related convictions not result in license revocations. The Mayor submitted legislation in January 2017 in support of this finding. The legislation became effective on January 25, 2018, and DMV no longer revokes licenses due to drug convictions. Convictions related to delinquent child support payments are federal law and must continue to result in license revocations. Judgments, usually related to insurance, require further review. Funding was absorbed by our existing management analyst.

Initiative 12: Study the synchronization of vehicle inspection and registration.

Description: Currently, DMV's vehicle inspection and registration expiration dates do not fall on the same day. This often leads to customer confusion. Therefore, DMV will study the feasibility, especially related to a mandatory two-year inspection and one or two-year registration, of synchronizing the inspection and registration date so

they fall on the same date. The study will also review the elimination of the twenty-day fail inspection sticker.

Status Update: The study, completed in August 2017, supported a recommendation to synchronize the inspection and registration dates. However, the study acknowledged the synchronization may be cost prohibited to a large percent of the District's population due to requiring residents to purchase a two-year vehicle registration versus the optional one-year registration. Funding was absorbed by our existing management analyst.

Initiative 13: Develop new strategic plan.

Description: DC DMV's last strategic plan was completed in 2005. Therefore, the agency will develop a new plan which will support the Mayor's priorities, guide the agency's next five years and provide the basis for employee performance goals.

Status Update: This initiative was completed in August 2017. The 2017-2022 Strategic Plan has been shared with employees and is also being briefed to the public at town hall and community meetings. A pdf and video of the strategic plan is also available on the agency website. Funding was approximately \$2,174 for training on strategic planning for the management analyst who facilitated the process.

Initiative 14: Study the elimination of H and L Tags.

Description: Currently, for hire vehicles are issued H (i.e., taxi) or L (i.e., limo) tags. Since there is no necessary requirement for issuing these specific tags, other than past practice, DMV will study the feasibility of eliminating these tags and issuing regular passenger tags to streamline DMV operations and increase customer service.

Status Update: The study, which was completed in August 2017, supported the recommendation to eliminate H and L tags and provide these vehicles with regular tags due to the ability for customers to identify DC taxis by their standard color scheme and dome lights. The next step is to coordinate with the Department of For Hire Vehicles. Funding was absorbed by our existing management analyst.

Initiative 15: Implement self-service inspection kiosk.

Description: The FY17 budget contains funds for DMV to develop and install one self-service OBD emission kiosk as a pilot initiative. The kiosk will allow residents with model year vehicles 2005 and later to conduct drive by on-board diagnostic (OBD) inspections at a location other than the Inspection Station. This allows for customer flexibility and increased satisfaction.

Status Update: Although the OBD kiosk was received from the vendor and tested by September 30, 2017, it was not installed for customer use. This was due to the requirement to brief the community and ANC's about the kiosk prior to installation. The Council provided \$300,000 in funding to complete this initiative. We spent approximately \$150,000 in FY17 and displaced \$150,000 in FY18 such that funding is still available to complete the initiative.

Initiative 16: Create digital ID pilot.

Description: In keeping with increased technology needs, DC DMV will join several other jurisdictions in the creation of a digital identification pilot. The pilot will consist of the policies, processes and structure for creating and using a digital identification card. The pilot will enable the agency to tweak technology requirements, obtain customer feedback and determine the feasibility of full implementation.

Status Update: The pilot program for this initiative was completed by September 2017. The next phase of the project will be to determine how to move forward on a wider scale. The funding was \$0.0 due to a federal grant received from our license printing vendor.

Initiative 17: Study the feasibility of Mail/Online Titling/Registration Process.

Description: Currently, when a resident purchases a new vehicle, either the dealer submits the paperwork for the resident or the resident must make an in-person visit to DMV. To further streamline the process and provide increased service options, DMV will explore the feasibility of allowing residents to use a combination mail/online transaction to complete the process.

Status Update: The study, which was completed September 2017, supported a recommendation of implementing a by mail (using certified or expedited mail) option, similar to the current dealer process, for titling and registering vehicles for residents. It was determined online options are not feasible at this time. Therefore, online options will be explored when a new registration system is implemented. Funding was absorbed by our existing management analyst.

Initiative 18: Provide annual employee customer service training.

Description: Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, by September 2017, DMV will train 90% of frontline employees on customer service techniques.

Status Update: DMV trained 97% of the employees by September 2017. The funding was \$0.0 due to the use of our in-house trainer.

Initiative 19: Implement new imaging system.

Description: DMV currently uses a contractor to scan and image our licensing/registration documents. These documents are necessary for research purposes and to support investigations. Due to a backlog, we will totally outsource the function such that contractor personnel are not needed on-site.

Status Update: This initiative was completed in September 2017. Funding was approximately \$116,751.

Initiative 20: Roll out electronic road test scoring.

Description: DMV has been working for the past two years to use Toughbook technology to electronically score the CDL/NCDL road tests which are currently scored using pen and paper. The implementation of technology is estimated to streamline the process and reduce customer processing time by 8 to 10 minutes per customer.

Status Update: This initiative was completed in January 2018. Funding was approximately \$423,443.

Initiative 21: Redesign driver license application.

Description: DMV participated in the District's first ever Form-A-Palooza. This event brought together five agencies, form experts and the community to review and redesign five agency forms, including the driver license application.

Status Update: This initiative was completed in September 2017, and the form (including the translations) were rolled out in January 2018. Funding was approximately \$16,500 for printing and translation of the revised form.

3. Please provide a complete, up-to-date **position listing** for your agency, ordered by program and activity, and including 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 (separately), including the specific grade, series, and step of position;
- Job status (continuing/term/temporary/contract);
- Whether the position must be filled to comply with federal or local law.

Please note the date that the information was collected

Response: See attached DMV FY2018 Position List

4. 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

5. Please provide the position name, organization unit to which it is assigned, and hourly rate of any **contract workers** in your agency, and the company from which they are contracted.

Response: See below

Position Name: Support Services Specialist; Organization Unit: Support Services; Hourly Rate: \$15/hour

Position Name: Parking Lot Attendant; Organization Unit: Support Services; Hourly Rate: \$13.95/hour

6. Does the agency conduct annual **performance evaluations** of all of its employees, and was this done in FY 2017? 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 were 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 were included in the supervisors' goals. All supervisors met regularly with employees and provided quantitative feedback on performance and coaching. If necessary, employees were placed on Performance Improvement Plans to further monitor performance and provide training/counseling/coaching. The end of year performance evaluations were reviewed and approved by the Administrators. All evaluations below a 3 (i.e., valued employee) were reviewed by the Director. For FY17, 100% of eligible employees received performance evaluations from their supervisor.

7. 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

| | IPAD/ Surface Pro | Laptop | Cell Phone | WIFI Device |
|-------------------|-------------------------|--------|---------------|----------------|
| | | | | |
| Amit Vora | X | | | X |
| Angela Brighthart | | | X | |
| Beverly Keenon | | | X | |
| Bobby McAdams | | | X | |
| Brigid Anderson | X | | X | |
| Calvin Dyson | X | 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 | |
| Gledion Goci | X | | | |

| | IPAD/ Surface Pro | Laptop | Cell Phone | WIFI Device |
|---------------------------------|-------------------------|--------|---------------|----------------|
| Greg Simpson | | | X | |
| Gregori Stewart | | X | X | |
| Gregory Furr | X | 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 | 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 Cobb | X | | 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 | |
| Tanya Forbes | X | | X | |
| Terrie Jackson | | | X | |
| Tonya Miller | | | X | |
| Tyronica Best | | | X | |
| Vanessa Newton | | X | X | |
| Wanda Butler | X | | X | |
| Zainab Al Shammary | | X | | |
| Appeals Board (Adjudication) | | 3 | | |

- ◆ Please provide the total cost for mobile communications and devices at the agency for FY 2017 and FY 2018 to date, including equipment and service plans.

Response:

FY17 Telecommunication costs: \$377,431

FY18 (as of Dec 2017) Telecommunication costs: \$85,881

- 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 | LEASE D/OWN | ASSIGNED TO | TAG NUMBER |
|--------------------------------|----------------|---------------------------|---------------|
| 2003 FORD PICK-UP | OWN | Inspection Station | DC-2605 |
| 2008 DODGE GRAND CARAVAN | OWN | Information Technology | DC-5497 |
| 2008 HONDA CIVIC HYBRID | OWN | Information Technology | 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 2017 and FY 2018, to date.

Response: None

- A list of travel expenses, arranged by employee.

| Name of Traveler | Position Title | Purpose | District Expenditures |
|---------------------|-------------------|---------|--------------------------|
| FY17 | | | |

| Name of Traveler | Position Title | Purpose | District Expenditures |
|-------------------------|-------------------------------|---|------------------------------|
| David Glasser | General Counsel | 2016 Autonomous Vehicle Safety Regulation World Congress Conference | \$2,027 |
| Marquis Miles | Management Analyst | UMASS Commercial Motor Vehicle Safety Conference | \$71 |
| Amit Vora | Chief Information Officer | Digital Driver's License Pilot Kickoff Conference | \$98 |
| Cherice Stanley | Management Analyst | Strategic Planning Training | \$2,174 |
| Marquis Miles | Management Analyst | Training for Ex-Offenders | \$154 |
| David Glasser | General Counsel | American Association of Motor Vehicle Administrators (AAMVA) Workshop and Legal Institute | \$1,747 |
| Joan Saleh | Driver Services Administrator | AAMVA Region I Conference | \$809 |
| Janae Seon | Supervisor | AAMVA Region I Conference | \$1,633 |
| Dechelle Hampton | Staff Assistant | AAMVA Region I Conference | \$1,664 |
| Christopher Dina | Management Analyst | AAMVA Region I Conference | \$1,885 |
| Vanesa Newton | Associate Director | AAMVA Region I Conference | \$1,599 |
| Gwendolyn Chambers | Public Information Officer | AAMVA International Conference | \$1067 |
| Glendon Goci | Investigator | AAMVA International Conference | \$1,143 |

| Name of Traveler | Position Title | Purpose | District Expenditures |
|---|-------------------------------|--|------------------------------|
| Joan Saleh | Driver Services Administrator | Teambuilding Training | \$26 |
| Marquis Miles | Management Analyst | Teambuilding Training | \$26 |
| Dechelle Hampton | Staff Assistant | Teambuilding Training | \$26 |
| Adrian Polite | Service Center Manager | Teambuilding Training | \$26 |
| Rakonda Cobb | Service Center Manager | Teambuilding Training | \$26 |
| Calvin Dyson | Service Center Manager | Teambuilding Training | \$26 |
| Sheila McClan | Service Center Manager | Teambuilding Training | \$26 |
| Gregory Furr | Service Center Manager | Teambuilding Training | \$26 |
| Total FY17: \$16,279 | | | |
| FY18 | | | |
| Joan Saleh | Driver Services Administrator | Inspection of MIDS/Gemalto Production Facility | \$701 |
| Amit Vora | Chief Information Officer | Inspection of MIDS/Gemalto Production Facility | \$672 |
| Marquis Miles | Management Analyst | Inspection of MIDS/Gemalto Production Facility | \$682 |
| Leonard Golden | IT Specialist | Inspection of Imaging Facility | \$409 |
| Total FY18 YTD (thru February 12, 2018): \$2,464 | | | |

- A list of the total overtime and worker's compensation payments paid in FY 2017 and FY 2018, to date.

Response: See information below

Overtime

FY 2017 – \$368,989

FY 2018 (as of January End) – \$35,481

Workman's Compensation Payments

FY 2017 – \$131,581

FY 2018 (as of January End) – \$27,172

8. Please provide a list of each **collective bargaining agreement** that is currently in effect for agency employees.

- Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.

Response: The majority of DC DMV union employees, 172, are covered by the American Federation of Government Employees (AFGE) Local 1975. Both the working conditions and compensation bargaining agreements for employees covered by this bargaining unit have tentative agreements.

There is also one employee covered by the American Federation of Government Employees (AFGE) Local 1403. The working conditions collective bargaining agreement duration is October 1, 2017 to September 30, 2020.

- Please provide, for each union, the union leader's name, title, and his or her contact information, including e-mail, phone, and address if available.

Response: See below union contact information:

Gina Walton, President, AFGE Local 1975

95 M Street, SW, 2nd Floor

Washington, DC 20032

(202) 729-7146

afge1975dmv@yahoo.com

Steve Anderson, Acting President, AFGE Local 1403

441 4th Street, NW, 6th Floor

Washington, DC 20001

(202) 724-6607

steve.anderson@dc.gov

- Please note if the agency is currently in bargaining and its anticipated completion date.

Response: There is a tentative agreement for working condition collective bargaining agreement for employees who are covered by the AFGE Local 1975.

Both collective bargaining units' employees, AFGE Local 1975 and AFGE Local 1403, are covered under Compensation Units 1 & 2. There is a tentative agreement for Compensation Groups 1 & 2.

9. 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.

| 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 | 16 years | Pending upgrades include enhanced titling system, e-verify implementation, integration with DDOT for RPP blocks, integration with OAG for child support stops, automatic voter registration implementation, and digital vehicle registration card |
| 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 | 23 years | Bidding process for new system is expected for April 2018 |
| Opus | Inspection Station Results | Authorized DMV Users | None | 2 years | None |
| MIDS | Enhanced DL / ID digital picture system | Authorized DMV Users | None | 4 year 3 months | None |

| Database | Information | Access to the System | Access to Public | Age of the system | Upcoming Upgrades |
|---------------------|---|--|---|-------------------|---|
| IVS | Insurance Verification System | Access is one way to Destiny Database | Public is allowed to verify their own information during transaction with DMV | 8.5 years | None |
| KTS | Knowledge testing system | DMV Employees only | None | 2 year 9 months | None |
| ARTS | Appointment and Road Test System | DMV Employees and Customers | Customers can use the system to schedule the road test appointments | 1 year 4 Months | None |
| New Scanning system | In-house image database for scanned documents | DMV Employees only | None | 4 Months | None |
| Nemo-Q | New Queuing system | DMV Employees only; real time wait time on DMV website | Customer can verify the wait times online | 10 months | Ability for customers to queue themselves from home and make appointments |
| DCLARR | In-house image database for scanned documents | DMV Employees only | None | 14 years | Discontinued |
| Tensator | Queuing system | DMV Employees only | Customer can verify the wait times online | 3 year 4 months | Discontinued |

10. Please describe the agency's procedures for investigating allegations of **sexual harassment** or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY17 and FY18, to date, and whether or not those allegations were resolved.

Response: There was one allegation of sexual harassment brought by an employee in FY17/18. The case was investigated by DMV's Service Integrity Office, and it was resolved. DMV Administrative Order No. 2014-008, EEO Policy Statement provides the employees with the procedures to file a sexual harassment complaint. Additionally, the agency is implementing the Mayor's Order 2017-313, has appointed a primary and alternate Sexual Harassment Officer and is currently training all employees on sexual harassment awareness. The agency also has an EEO Officer and EEO Counselor certified by the DC Office of Human Rights.

11. For any **boards or commissions** associated with your agency, please provide a chart listing the following for each member:

- The member's name;
- Confirmation date;
- Term expiration date;
- Whether the member is a District resident or not;
- Attendance at each meeting in FY17 and FY18, to date.
- Please also identify any vacancies.

Response: See below information:

| DMV Citizen Advisory Committee (As of: January 31, 2018) | | | | |
|--|--------------------|--------------------------|-----------------------------|--------------------------|
| <i>Name</i> | <i>DC Resident</i> | <i>Confirmation Date</i> | <i>Term Expiration Date</i> | <i>FY17/FY18 Meeting</i> |
| Vacant | | | | |
| Vacant | | | | |
| Jeni Hansen | Yes | April 2016 | April 2018 | 4 mtgs |
| Vacant | | | | |
| Jim Manning | Yes | April 2016 | April 2018 | 4 mtgs |
| Vacant | | | | |
| Rostina Miller | Yes | April 2016 | April 2018 | 4 mtgs |
| Vacant | | | | |
| Lia Green | Yes | April 2016 | April 2018 | 2 mtgs |
| Uchechi Roxo | Yes | April 2016 | April 2018 | 4 mtgs |
| Vacant | | | | |
| Vacant | | | | |
| Sidney Botts | Yes | April 2016 | April 2018 | 4 mtgs |
| Vacant | | | | |
| Harriet Kopi-Odom | Yes | April 2016 | April 2018 | 2 mtgs |
| Fred Johnson | Yes | April 2016 | April 2018 | 4 mtgs |
| DMV Traffic Adjudication Appeals Board (As of: January 31, 2018) | | | | |
| <i>Name</i> | <i>DC Resident</i> | <i>Confirmation Date</i> | <i>Term Expiration Date</i> | <i>FY17/FY18 Meeting</i> |
| Wyndell Banks | No | 10/20/14 | 9/17/18 | Bi-weekly |
| Asia Carpenter | Yes | 3/1/18 | 12/31/18 | Bi-weekly |
| Nadine Robinson | Yes | 6/9/10 | 11/30/18 | Bi-weekly |

12. Please list the **task forces and organizations** of which the agency is a member and any associated membership dues paid.

Response: DMV is a member of the following task forces and organizations:

- American Association of Motor Vehicle Administrators (AAMVA): AAMVA is a nonprofit organization developing model programs in motor vehicle administration, law enforcement and highway safety. The association also serves as an information clearinghouse in these areas, and acts as the international spokesman for these interests. AAMVA represents all jurisdictions in North America. The membership dues are \$5,214 for FY18.
- International Registration Plan, INC (IRP): The IRP's fundamental principle is to promote and encourage the fullest possible use of the highway system by providing apportioned payments of registration fees, based on the total distance operated in participating jurisdictions. The membership dues are \$7,120 for FY18.
- AAMVA Autonomous Vehicles Best Practices Working Group: DMV's General Counsel is a member of this working group which researches the development, design, testing, use and regulation of autonomous vehicles and other emerging vehicle technology. Based on the group's research, a best practices guide will be developed to assist AAMVA member jurisdictions in regulating autonomous vehicles and testing the drivers who operate them. There is no membership fee.
- AAMVA Non-Resident Violators Compact and Driver License Agreement Task Force: DMV's Driver Services Administrator is a member of this task force which will be reviewing the licensing reciprocity agreements between the US jurisdictions related to suspensions, revocations and moving violations. There is no membership fee.

13. What has the agency done in the past year to make the activities of the agency more **transparent** to the public?

Most DMV policies, procedures and regulatory requirements can be found on our website at dmv.dc.gov which is updated regularly to provide the public with the latest information and updates. During FY17, we continued to communicate with the public about critical information via social media, live web chats, press releases, community list serves, emails (monthly e-newsletters and notices), public service announcements and annual reports.

In FY18, we will create additional informational and instructional videos to help customers better understand DC DMV processes and procedures. The agency is expanding community outreach by attending a minimum of 10 community or ANC meetings in FY18. Additionally, this year we are hosting one town hall meeting per quarter in each quadrant of the District. At the community/ANC meetings, as well as the town hall forums, we are sharing our Strategic Plan. We are also responding to questions and concerns from residents.

14. 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 list serves, 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. We are also soliciting feedback at our quarterly town hall forums and during attendance at community and ANC meetings.

- 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 makes changes to its website and internal customer service policies based on feedback from its customers. We will add information to the website or rewrite information to make it easier for customers to understand the process and know what documents they need to successfully complete their transactions. We also include customer process issues in our weekly employee training as reminder topics to ensure consistency in information.

15. What has the agency done to reduce agency **energy use** in FY 2017?

Response: The District’s Department of General Service (DGS) has responsibility for all District-owned and leased facilities. At the 95 M Street SW location, we are in the process of replacing the exterior lights with energy efficient LED lights. At the Inspection Station, we are installing more LED lights and replacing the windows with energy-efficient ones.

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

| Number of Employees Hired in FY 2017 and YTD FY 2018 (as of 1/31/18) | | |
|--|---------------------|--|
| <i>Position Type</i> | <i>Total Number</i> | <i>Number who are District Residents</i> |
| Continuing | 35 | 25 |
| Term | 0 | 0 |
| Temporary | 2 | 2 |
| Contract | 0 | 0 |

17. Please provide the agency's FY 2017 Performance Accountability Report.

Response: See attached FY2017 DMV Performance Accountability Report.

B. BUDGET AND FINANCE

18. Please provide a chart showing the agency's **approved budget and actual spending**, by division, for FY 2017 and FY 2018, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

Response: See charts below

| FY 2017 Budget vs. Actuals | | | | |
|-----------------------------|-----------------|-----------------|---------------|---|
| Year End | | | | |
| Program | Budget | Actuals | Variance | Explanation |
| Agency Management | \$ 6,379,988.89 | \$ 6,193,444.17 | \$ 186,544.72 | \$178k underspending in DGS fixed costs and inability to conduct training prior to year end; vacancy lapse |
| Agency Financial Operations | 643,224.23 | 656,592.27 | (13,368.04) | \$13k overspending in overtime for FY16 end of year closeout |
| Adjudication | 16,706,135.91 | 15,909,677.53 | 796,458.38 | \$797k underspending in ticket processing contract of which \$59k of funds returned to MPD |
| Vehicle Services | 10,311,169.00 | 8,780,241.97 | 1,530,927.03 | \$386k inspection revenue shortfall, \$555k IRP revenue shortfall, \$168k offset Driver Services and \$28k returned intra-district by DFHV; vacancy lapse |
| Driver Services | 7,001,377.71 | 7,169,699.39 | (168,321.68) | \$168k local overtime deficit offset by Vehicle Services |
| Service Integrity | - | (13,708.92) | 13,708.92 | Miscoding of overtime; program code not in use |

| FY 2017 Budget vs. Actuals | | | | |
|----------------------------|-------------------------|-------------------------|------------------------|---|
| Year End | | | | |
| Program | Budget | Actuals | Variance | Explanation |
| Technology Services | 4,694,118.38 | 4,374,472.58 | 319,645.80 | \$317k local underspending due to projected IRP shortfall |
| Total | \$ 45,736,014.12 | \$ 43,070,418.99 | \$ 2,665,595.13 | |

| FY 2018 Budget vs. Actuals | | | | |
|-----------------------------|-------------------------|------------------------|------------------------|------------------------|
| Thru January End | | | | |
| Program | Budget | Actuals | Variance | Explanation |
| Agency Management | 6,889,228.74 | 3,690,334.65 | 3,198,894.09 | Expenditures on target |
| Agency Financial Operations | 658,783.43 | 234,311.94 | 424,471.49 | Expenditures on target |
| Adjudication | 16,368,913.59 | 6,928,835.42 | 9,440,078.17 | Expenditures on target |
| Vehicle Services | 9,130,710.47 | 4,636,380.67 | 4,494,329.80 | Expenditures on target |
| Driver Services | 7,847,988.85 | 2,263,734.62 | 5,584,254.23 | Expenditures on target |
| Technology Services | 4,592,343.68 | 3,003,630.31 | 1,588,713.37 | Expenditures on target |
| Total | \$ 45,487,968.76 | \$20,757,227.61 | \$24,730,741.15 | |

19. Please list any **reprogrammings**, in, out, or within, related to FY 2017 or FY 2018 funds. For each reprogramming, please list:

- The reprogramming number;
- The total amount of the reprogramming and the funding source (i.e., local, federal, SPR);
- The sending or receiving agency name, if applicable;
- The original purposes for which the funds were dedicated;
- The reprogrammed use of funds.

Response: See tables below

| FY 2017 Reprogrammings | | | | | |
|------------------------|---------------------------|---------------|----------------------|--|--------------|
| In, Out, Within | Original Purpose of Funds | Type of funds | SOAR Document Number | Reprogramming Purpose of Funds | Amount |
| Out | Personnel | Local | BJHP0276 | Sent to OCFO's Office of Budget and Planning (OBP) to support year-end initiatives | (489,999.55) |

| FY 2017 Reprogrammings | | | | | |
|------------------------|---------------------------|---------------|----------------------|---|------------------------|
| In, Out, Within | Original Purpose of Funds | Type of funds | SOAR Document Number | Reprogramming Purpose of Funds | Amount |
| Within | Personnel | Local | BJKVCOMM | To support the following initiatives: New Credential Design (\$300K), Adjudication relocation (\$379K), relocation of DMV warehouse (\$50K) and Bi-Lingual Navigators (\$41K) | 770,000.00 |
| Within | Personnel | Local | BJKVLOC2 | To support the following program needs: cartridges and toner (\$250K), ticket printing for parking and moving violation ticket inventory (\$100K) | 350,000.00 |
| Within | Personnel | SPR | BJKVSPR1 | To support the following program needs: registration and inspection stickers (\$179K), IT hardware/software (\$175K), postage for customer notices and registration stickers (\$141K) | 495,000.00 |
| | | | | Total | \$ 2,018,224.45 |

| FY 2018 Reprogrammings | | | | | |
|------------------------|---------------------------|---------------|----------------------|--------------------------------|--------|
| In, Out, Within | Original Purpose of Funds | Type of funds | SOAR Document Number | Reprogramming Purpose of Funds | Amount |
| | NONE | | | | |

20. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2017 and FY 2018, to date, including:

- Buyer agency and Seller agency;
- The program and activity codes and names in the sending and receiving agencies' budgets;
- Funding source (i.e. local, federal, SPR);
- Description of MOU services;
- Total MOU amount, including any modifications;
- The date funds were transferred to the receiving agency.

Response: See tables below

Department of Motor Vehicles

FY 2017 Intra-Districts

(Year End)

DMV as the Seller

| Buyer Agency | Buyer Agency Codes | Date of Advance | Seller Project Nbr | Seller Agency Codes | Description of Service | Amount Advanced | Amount Billed | Amount Returned | Net Balance |
|--------------|--------------------|-----------------|--------------------|---------------------|--------------------------------|-----------------|----------------|-----------------|-------------|
| MPD | APPR0/92120 | Mar-17 | TKTMPD | 20370/PROC2 | MPD Ticket Processing | \$6,326,960.00 | \$6,004,077.00 | \$322,883.00 | \$0.00 |
| BOE | 4040L/40400 | Jul-17 | HAVA0 | 80170/DSYS8 | Help America to Vote | \$6,000.00 | \$3,847.06 | \$2,152.94 | \$0.00 |
| DDOT | FNHS0/PSAFE | Jan-17 | NHTSAG | 40172/LICS4 | NHTSA Traffic Convictions Data | \$50,000.00 | \$49,102.87 | \$897.13 | \$0.00 |
| OSSE | T0103/T0103 | Jan-17 | OSSINS | 30107/1NSP1 | OSSE Vehicle Inspections | \$50,400.00 | \$38,920.00 | \$11,480.00 | \$0.00 |
| Grand Total | | | | | | \$6,433,360.00 | \$6,095,946.93 | \$337,413.07 | \$0.00 |

DMV as the Buyer

| Seller Agency | Seller Agency Codes | Date of Advance | Appr Fund | Buyer Agency Codes | Description of Service | Amount Advanced | Amount Billed | Amount Returned | Net Balance |
|---------------|--------------------------|-----------------|-----------|---------------------------------------|--|-----------------|----------------|-----------------|-------------|
| OCTO | 7DEKV/20152 | Oct-16 | 0100 | 10400/TECH8 | FY16 City Wide IT Assessment | \$2,512,797.00 | \$2,244,921.72 | \$267,875.28 | \$0.00 |
| OFRM | 7DNKV/40036, 7RTKV/40036 | Oct-16 | 0100 | 10400/TECH8 | Phone | \$7,000.00 | \$0.00 | \$7,000.00 | \$0.00 |
| OFRM | | Oct-16 | 0600 | 10360/PGMTT | Phone | \$419,276.06 | \$372,229.55 | \$47,046.51 | \$0.00 |
| | | | | | | \$426,276.06 | \$372,229.55 | \$54,046.51 | \$0.00 |
| OCP | PC7KV/00012 | Oct-16 | 0100 | 10900/MGMT1 | Purchase Card | \$159,349.48 | \$159,349.48 | \$0.00 | \$0.00 |
| OCP | | Oct-16 | 0600 | 30158/1NSP1, 30460/IRPS3 | Purchase Card | \$108,931.00 | \$108,931.00 | \$0.00 | \$0.00 |
| | | | | | | \$268,280.48 | \$268,280.48 | \$0.00 | \$0.00 |
| OFT | 710Q4/70501 | Jun-17 | 6258 | 20158/HEAR2 | Armored Car Services | \$24,000.00 | \$24,000.00 | \$0.00 | \$0.00 |
| OFT | 710O4/70501 | Jun-17 | | 20158/HEAR2, 30200/REGS3, 10900/MGMT1 | Cashier Services | \$186,934.00 | \$186,934.00 | \$0.00 | \$0.00 |
| DDOE | DMVCM/3080A | Jan-17 | 0600 | 34100/TAXI3, 30460/IRPS3 | Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service | \$391,251.00 | \$357,941.51 | \$33,309.49 | \$0.00 |
| DGS | H40KV/40001 | Oct-16 | 0100 | 10300/PGMTT | Security | \$673,947.00 | \$673,947.00 | \$0.00 | \$0.00 |
| DGS | | Oct-16 | 0600 | 10358/PGMTT | Security | \$1,009,190.00 | \$959,528.93 | \$49,661.07 | \$0.00 |
| | | | | | | \$1,683,137.00 | \$1,633,475.93 | \$49,661.07 | \$0.00 |
| DPW | R7375/00001 | Oct-16 | 0100 | 10700/FLET1 | Fleet | \$25,014.00 | \$15,603.69 | \$9,410.31 | \$0.00 |

| | | | | | | | | | |
|------|-------------|------------------------------|------|-------------|--------------------------------------|----------------|----------------|--------------|--------|
| DCHR | KVBE7/45100 | Jan-17 | 0600 | 30460/TAXI3 | Suitability & Compliance Services | \$8,969.00 | \$6,642.25 | \$2,326.75 | \$0.00 |
| DPW | 120F6/1AREC | Jun-17 | 0100 | 10900/MGMT1 | Shared Services | \$62,767.00 | \$62,767.00 | \$0.00 | \$0.00 |
| | | | 0600 | 30158/1NSP1 | | \$271,204.00 | \$271,204.00 | \$0.00 | \$0.00 |
| | | | | | | \$333,971.00 | \$333,971.00 | | |
| OCTO | 7EKV2/40051 | Jul-17 | 0100 | 10900/MGMT1 | Microsoft Office 365 | \$5,850.00 | \$5,850.00 | \$0.00 | \$0.00 |
| OHR | OVER0/20900 | Feb-17 | 0100 | 30200/REGS3 | Bilingual Navigator | \$40,800.00 | \$40,800.00 | \$0.00 | \$0.00 |
| DCTC | DMV17/CLS10 | Apr/17, Aug/17, Oct/17 | 0600 | 34100/TAXI3 | DCTC MOU (Out of State Registration) | \$132,857.98 | \$132,857.98 | \$0.00 | \$0.00 |
| | | | | | Grand Total | \$5,847,353.52 | \$5,430,724.11 | \$416,629.41 | \$0.00 |

Department of Motor Vehicles

FY 2018 Intra-Districts

(January 2018)

DMV as the Seller

| Buyer Agency | Buyer Agency Codes | Date of Advance | Seller Project Nbr | Seller Agency Codes | Description of Service | Amount Advanced | Amount Billed | Amount Returned | Net Balance |
|--------------|--------------------|-----------------|--------------------|---------------------|--------------------------------|-----------------|---------------|-----------------|--------------|
| DDOT | N1301/LPSAT | Dec-17 | NHTSAG | 40172/LICS4 | NHTSA Traffic Convictions Data | \$70,000.00 | \$0.00 | \$0.00 | \$70,000.00 |
| OSSE | 81MED/81MED | Jan-18 | OSSINS | 30107/1NSP1 | OSSE Vehicle Inspections | \$50,400.00 | \$0.00 | \$0.00 | \$50,400.00 |
| | | | | | Grand Total | \$120,400.00 | \$0.00 | \$0.00 | \$120,400.00 |

DMV as the Buyer

| Seller Agency | Seller Agency Codes | Date of Advance | Appr Fund | Buyer Agency Codes | Description of Service | Amount Advanced | Amount Billed | Amount Returned | Net Balance |
|---------------|---------------------|-----------------|-----------|--------------------|-------------------------|-----------------|---------------|-----------------|----------------|
| OFRM | I35KV/70004 | Dec-17 | 0600 | 10360/PGMTT | Electricity | \$172,518.38 | \$0.00 | \$0.00 | \$172,518.38 |
| OCTO | 8DEKV/20152 | Oct-17 | 0100 | 10400/TECH8 | City Wide IT Assessment | \$2,443,780.85 | \$692,242.37 | \$0.00 | \$1,751,538.48 |
| OCTO | | | 6258 | 30158/1NSP1 | | \$69,016.00 | \$0.00 | \$0.00 | \$69,016.00 |
| | | | | | | \$2,512,796.85 | \$692,242.37 | \$0.00 | \$1,820,554.48 |
| OFRM | I34KV/70003 | Dec-17 | 0600 | 10360/PGMTT | Natural Gas | \$5,069.62 | \$0.00 | \$0.00 | \$5,069.62 |

| | | | | | | | | | |
|------|--------------|----------|------|--|--|-----------------------|-----------------------|---------------|-----------------------|
| OFRM | 8DNKV/40036, | Oct-17 , | 0100 | 10900/MGMT1 | Phone | \$6,000.00 | \$0.00 | \$0.00 | \$6,000.00 |
| OFRM | RTKV8/40036 | Dec-17 | 6000 | 10360/PGMTT | | \$366,049.86 | \$19,503.63 | \$0.00 | \$346,546.23 |
| | | | | | | \$372,049.86 | \$19,503.63 | \$0.00 | \$352,546.23 |
| OCP | PX0KV/PCARD | Oct-17 | 0100 | | Purchase Card | \$45,639.00 | \$80,538.09 | \$0.00 | -\$34,899.09 |
| OCP | | | 6000 | 10900/MGMT1, 30460/IRPS3, 10958/MGMT1, 30158/INSP1, | | \$19,091.00 | \$0.00 | \$0.00 | \$19,091.00 |
| OCP | | | 6258 | | | \$74,840.00 | \$0.00 | \$0.00 | \$74,840.00 |
| | | | | | | \$139,570.00 | \$80,538.09 | \$0.00 | \$59,031.91 |
| | | | | 30460/IRPS3, | Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service | | | | |
| DDOE | DMVCM/3080A | Jan-18 | 6000 | | | \$376,256.00 | \$48,015.86 | \$0.00 | \$328,240.14 |
| DDOE | | | 6100 | 34100/TAXI3, | | \$20,816.00 | \$0.00 | \$0.00 | \$20,816.00 |
| | | | | | | \$397,072.00 | \$48,015.86 | \$0.00 | \$349,056.14 |
| DGS | I40KV/40001 | Oct-17 | 6258 | 10358/PGMTT | Security | \$1,218,381.84 | \$247,844.58 | \$0.00 | \$970,537.26 |
| | | | | | | \$1,218,381.84 | \$247,844.58 | \$0.00 | \$970,537.26 |
| DPW | R7375/00001 | Dec-17 | 0100 | 10700/FLET1 | Fleet | \$15,603.69 | \$1,953.55 | \$0.00 | \$13,650.14 |
| DCHR | KVBE8/45100 | Nov-17 | 0100 | 10900/MGMT1 | Suitability & Compliance Services | \$4,275.00 | \$0.00 | \$0.00 | \$4,275.00 |
| OFRM | I37KV/70006 | Dec-17 | 0600 | 10360/PGMTT | Water | \$28,622.32 | \$0.00 | \$0.00 | \$28,622.32 |
| OCTO | 365KV/40051 | Nov-17 | 0100 | 10900/MGMT1 | Microsoft Office 365 | \$44,802.00 | \$0.00 | \$0.00 | \$44,802.00 |
| OTS | BAKV1/1600A | Dec-17 | 0100 | 10900/MGMT1 | Public Records Management | \$27,557.40 | \$0.00 | \$0.00 | \$27,557.40 |
| OFRM | I33KV/70007 | Oct-17 | 6258 | 10358/PGMTT | Sustainable Energy | \$13,997.00 | \$0.00 | \$0.00 | \$13,997.00 |
| DGS | I19KV/30002 | Oct-17 | 6258 | 10358/PGMTT | Occupancy | \$254,617.00 | \$202,285.07 | \$0.00 | \$52,331.93 |
| | | | | | Grand Total | \$5,206,932.96 | \$1,292,383.15 | \$0.00 | \$3,914,549.81 |

21. Please provide a list of all **MOUs** in place during FY 2017 and FY 2018, to date, that are not listed in response to the question above.

Response: All MOUs reflected in question #20.

22. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2017 and FY 2018, 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 2017 and FY 2018, to date;
- Expenditures of funds, including the purpose of each expenditure, for FY 2017 and FY 2018, to date.

Response: See tables below

FY 2017

| 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. | 2,918,115.42 | 2,989,597.00 | PS Costs: 185,970; Supplies: 29,992; Fixed Cost: 372,230; Other Services and Charges: 1,246,694; Contractual Services: 1,154,711 |
| 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. | 5,756,488.02 | 5,374,074.00 | PS Costs: 2,287,084; Supplies: 21,648; Fixed Costs: 959,529; Other Services and Charges: 1,739,963; Contractual Services: 300,000; Equipment: 65,850 |
| 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. | 161,975.00 | 132,857.00 | Contractual Services: 132,857 |

FY 2018 – As of January 31, 2018

| 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 | 902,513 | 2,759,147 | PS Costs: 64,704; Supplies: 30,100; Fixed Cost: 552,189; Other Services and Charges: 662,350; Contractual Services: 1,449,804 |

| Code | Title | Source of Funding (Who Pays?) | Description | Collections | Expend. | Description |
|------|-----------------------------------|--|--|-------------|-----------|---|
| | | | to offset other DMV costs. | | | |
| 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. | 1,864,243 | 3,460,174 | PS Costs: 803,009; Supplies: 24,559; Fixed Costs: 1,486,996; Other Services and Charges: 564,264; Contractual Services: 430,591; Equipment: 150,755 |
| 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. | 42,800 | 72,066 | Contractual Services: 45,816; Intra-District to DVFH: \$26,250 |

23. 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 1/31/18) | | | | | |
| | | | | | |
| Project Number | MVS03C | Project Title | MVIS - Inspection Station Upgrade | | |
| Project Description | | | | | |
| To bring the Motor Vehicle Information System at SW Inspection Station into compliance with EPA standards and renovate the station. | | | | | |
| Index | S03C1 | PCA | S03C1 | Aobj | 0409 |
| Status | Ongoing | Appr Year | 1999 | Implementing Agency | DMV |
| Original Budget | Revised Budget | Expenditures | Commitments | Pre-encumbrance | Available Balance |
| \$3,878,500 | \$4,859,901 | 3,264,166.85 | \$1,595,733.34 | \$0 | \$0 |

| | | | | | |
|---|----------------|---------------|-----------------------------|---------------------|-------------------|
| Planned Remaining Spending | | | | | |
| All Funds are committed to complete the renovation which includes replacing the windows, building a gas room and placing the blowers on the roof. | | | | | |
| | | | | | |
| 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 | Aobj | 0409 |
| Status | Ongoing | Appr Year | 2016 | Implementing Agency | DMV |
| Original Budget | Revised Budget | Expenditures | Commitments | Pre-encumbrance | Available Balance |
| \$5,500,000 | \$0 | \$0 | \$0 | \$0 | \$5,500,000 |
| Planned Remaining Spending | | | | | |
| Revised statement of work reviewed by OCP, OCTO and OAG. It is now being formatted by DMV Contracting Officer for putting out to bid. Additionally, DC DMV is reposting a position for a Program Manager to manage both the Ticket Processing and Licensing/Registration projects. | | | | | |
| | | | | | |
| 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 | Aobj | 0409 |
| Status | Ongoing | Appr Year | 1999 | Implementing Agency | DMV |
| Original Budget | Revised Budget | Expenditures | Commitments | Pre-encumbrance | Available Balance |
| \$6,000,000 | \$0 | \$0 | \$0 | \$0 | \$6,000,000 |
| Planned Remaining Spending | | | | | |
| Revised statement of work reviewed by OCP, OCTO and OAG. It is now being formatted by DMV Contracting Officer for putting out to bid. Additionally, DC DMV is reposting a position for a Program Manager to manage both the Ticket Processing and Licensing/Registration projects. | | | | | |
| | | | | | |

24. Please provide a complete accounting of all **federal grants** received for FY 2017 and FY 2018, to date, including the amount, the purpose for which the funds were granted, and, for FY 2017, the amount of any unspent funds that do not carry over.

Response: None

25. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2017 and FY 2018, 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 DMV FY2017/2018 Major Contracts

26. Please provide the details of any **surplus** in the agency's budget for FY 2017, including:

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

Response: Refer to response to question #18.

C. LAWS, AUDITS, AND STUDIES

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

Response: None

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

Response: None

29. 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 | 11/24/2017 |
| 3 | CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES | 11/25/2016 |
| 4 | MOTOR VEHICLE TITLE AND REGISTRATION | 08/11/2017 |
| 5 | MOTOR VEHICLE DEALERS | 8/22/2008 |
| 6 | INSPECTION OF MOTOR VEHICLES | 08/11/2017 |
| 7 | MOTOR VEHICLE EQUIPMENT | 08/11/2017 |
| 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 |
| 22 | MOVING VIOLATIONS (In conjunction with DDOT) | 08/11/2017 |
| 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 | 08/11/2017 |

30. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2017 that significantly affect agency operations or resources.

Response: None

31. Please provide a list of all studies, research papers, and analyses (“**studies**”) the agency requested, prepared, or contracted for during FY 2017. Please state the status and purpose of each study.

Response: See table below

| DC DMV Studies, Research Papers and Analyses | | | |
|--|-----------------------------|---|--|
| Fiscal Year | Agency | Description | Status |
| FY17 | DMV Vehicle Services | Feasibility to synchronize vehicle inspection and registration dates | Completed Determined it was feasible; however, concerned with cost of requiring all residents to obtain 2 year (vs 1 year) registration |
| FY17 | DMV Vehicle Services | Feasibility to eliminate H/L tags | Completed Determined it was feasible and will partner with DFHV on implementation |
| FY17 | DMV Vehicle Services | Feasibility of customer by mail and online titling and registration process | Completed Determined it was feasible to allow mail titling and registration process, but not online. |
| FY17 | DMV Administrative Services | Employee training analyses to determine completion rate and retention of information | Ongoing |
| FY17 | DMV Administrative Services | Language line usage analyses to examine employee compliance with language access policy | Ongoing |
| FY17 | DMV Administrative Services | Website usage analyses to determine usage trends among customers | Ongoing |
| FY17 | DMV Administrative Services | Correspondence analyses to assess Correspondence Unit's customer response times | Ongoing |
| FY17 | DMV Service Integrity | Bribery | Ongoing Working with DC OIG and FBI on investigation |
| FY17 | DMV Driver Services | Feasibility and impact of eliminating non-driver related suspensions and revocations | Completed Determined it was feasible and legislation implemented Jan 2018 to eliminate drug related license revocations |

| | | | |
|------|---------------------|---|---|
| FY17 | DMV Driver Services | Feasibility of creating and offering mandatory Online Driver Education Course to District residents | Completed Determined to be feasible and three deployment strategies were identified as viable alternatives |
| FY17 | DMV Driver Services | Determine the cost required to create a mobile DMV solution to provide services to residents | Completed Study included an estimated annual budget for Year 1 implementation and recurring annual costs |

32. 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 2017 and FY 2018, to date.

Response: See table below

| DC DMV Investigations, Studies, Audits & Reports | | | |
|--|-----------------------|-------------------------|---|
| Fiscal Year | Agency | Description | Status |
| FY17 | DMV Service Integrity | Employee fraud | Completed Employee terminated |
| FY17 | DMV Service Integrity | Possible employee fraud | Discontinued Employee retired during investigation |
| FY17 | DMV Service Integrity | Residency fraud | Ongoing Multiple cases of fraud mainly coming from NY and NC using altered residency documents |
| FY17 | DMV Service Integrity | Altered titles | Ongoing Multiple titles issued by DPW showing up in MD and VA as altered titles |
| FY17 | DMV Service Integrity | Fraud with DC dealers | Ongoing Various cases such as dealers submitting fraudulent information on their application to renew their DMV dealer registration or obtain temporary tags |
| FY17 | DMV Service Integrity | Bribery | Ongoing Working with DC OIG and FBI on investigation |

33. 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 |
| FY16 | DC Auditor | Identified non-compliance with Help America Vote Act based on online DL/Voter Registration application | Ongoing Recommendation to not have residents write personal information twice when downloading DL/Voter Registration application from website will be resolved in July 2018 when automatic voter registration is implemented. |
| FY16 | IRP, Inc | International Registration Program (IRP) Peer Review | Completed DMV addressed areas of non-compliance which included not properly rounding actual distance amounts, not notifying registrants 30 days prior to conducting an audit and not including all requirement documents in the audit file and report. |
| FY16 | DC OIG | Management Implication Report – Compliance with DC Code §47-2881, Placement of IG Hotline in Permit & Application Forms | Completed DMV complied with requirements by ordering new DL/ID applications and reviewing all other permit related forms and applications for IG hotline verbiage. |
| FY16 | SSA | Review of DMV's compliance with SSA's requirements for electronic integration of social security number validation | Completed Based on review, DMV met compliance requirements and no recommendations were made. |
| FY16 | FMCSA | Review of DMV's compliance with | Completed |

| DC DMV Recommendations | | | |
|------------------------|------------|--|--|
| Fiscal Year | Agency | Description | Status |
| | | CDL federal requirements. | Based on review, DMV met compliance requirements and no recommendations were made. |
| FY17 | FBI | Review of DMV's compliance with driver instructor fingerprint requirements | Completed Based on review, DMV met compliance requirements and no recommendations were made. |
| FY18 | DC Auditor | Out of State Registration Fund | Completed DMV has complied with the two DMV related recommendations to provide DFHV with quarterly reconciliations of revenue collected in the fund and to send revenue directly to DFHV's Consumer Service Fund to eliminate the need for a MOU. |

34. Please list all pending **lawsuits** that name the agency as a party, and provide the case name, court where claim was filed, case docket number, and a brief description of the case.

Response: See list below. Note all cases are processed by the District's Office of the Attorney General.

- Raoul Hughes, DC Superior Court Case Number 2017 CA 000495 B: The complaint is for Negligence based on FOIA responses that plaintiff found inadequate. Pre-Trial Hearing has been continued.
- Parviz Karim-Panahl, DC Superior Court Case Number 2017 CA 007093 B: The complaint claims the defendants are guilty of "Racketeering Influenced & Corrupt Organization; for years by Scams issuing Parking Citations; Taking Bribes from and Extorting public, and/or Tracing Plaintiff for his Opposition to Corruption, with Abuse and Retaliation against Elderly-Senior Plaintiff Confiscation of Means of Livelihood...Fraudulent Claim of Sanctuary-City while actually Collaborating" and Request for injunctive Relief. The portion of the complaint against DMV appears to relate to parking tickets and failure to convert an out-of-state driver license. The District has not yet responded to the complaint.

- Mohamed Medhi Zorgani and Soukaina Laasirl v. DC, US District Court case number 17-cv-02360-EGS: The complaint alleges plaintiff Zorgani was improperly arrested after DMV records incorrectly reflected his driver license was suspended for failure to pay a moving violation. Plaintiff Laasari is claiming severe emotional distress. OAG will be filing a Motion to Dismiss for failure to state a claim.

35. Please list all **settlements** entered into by the agency or by the District on behalf of the agency in FY17 or FY18, to date, including any covered by D.C. Code § 2-402(a)(3), and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Response: See list below.

- Sedgwick Claims Management (on behalf of Fedex) paid the DC Office of Risk Management (on behalf of DMV) the sum of \$11,215.00 as a result of a Fedex truck causing damage to a fence at the DMV inspection station.
- DMV paid \$1,000 to complainant Jose Luis Ayala Ayala to resolve a Language Access discrimination complaint which was mediated by the DC Office of Human Rights.

36. Please list any **administrative complaints or grievances** that the agency received in FY17 and FY18, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY17 or FY18, to date, describe the resolution.

Response: See list below.

UNION GRIEVANCE

- A grievance was filed by AFGE Local 1975 on behalf of several hearing examiners pertaining to overtime issues. The process used was pursuant to the Collective Bargaining Agreement. Arbitration took place on February 26, 2018.

OFFICE OF EMPLOYEE APPEALS (OEA)

- A Petition was filed with OEA by David Dasilva based on the agency's determination to terminate his employment. The OEA decided the matter in favor of DMV.

CONTRACT APPEALS BOARD (CAB)

- DMV issued a purchase order to Public Performance Management (“PPM”) towards the end of FY16, for learning management software. Even though PPM never delivered a product, it brought an action before CAB. CAB dismissed the appeal on September 7, 2017.

OFFICE OF HUMAN RIGHTS (OHR)

As it relates to the Language Access Act, DMV continues to provide employee training in new hire orientation and once a month during Wednesday training sessions. Additionally, the Georgetown Service Center employees received specific transgender training from OHR.

- Jose Luis Ayala Ayala filed discrimination and language access complaints. The discrimination complaint was resolved by the payment of a \$1,000 settlement. In addition, not as part of the Settlement Agreement, DMV agreed to and OHR conducted training for employees at the Georgetown Service Center. Notwithstanding the resolution of the discrimination complaint, and the specific language in the Settlement Agreement that included all incidents asserted in the discrimination claim (which were the same as asserted in the language access complaint), OHR found DMV non-compliant with the Language Access Act.
- Rosa Bertha I. Estrada de Leiva filed a language access complaint. Although DMV denied the allegations, OHR found DMV non-compliant with the Language Access Act. As a result, DMV uses Language Line during the Non-Commercial Driver License road test.
- CARECEN filed language access complaints on behalf of two parties. Although DMV denied the allegations, OHR found DMV non-compliant with the Language Access Act. As a result, DMV provides monthly Language Access training at our Wednesday morning meetings.
- Gonzalo Espariz (on behalf of Patricia Espuenazi) filed a language access complaint. Although DMV denied the allegations, OHR found DMV non-compliant with the Language Access Act. As a result, DMV provides monthly Language Access training at our Wednesday morning meetings.
- Manuel Antonio Perdomo Balves filed a discrimination complaint based on language access. DMV denied the allegations.
- Wendy Aly Escobar filed a discrimination complaint based on language access. DMV denied the allegations.
- Oscar Noe Cruz filed a discrimination complaint based on language access. DMV denied the allegations.

- Fernando Rodriguez Ibarra filed a discrimination complaint based on language access. DMV denied the allegations.
- Paloma Moreno Bello filed a discrimination complaint based on language access. DMV denied the allegations.
- Roxana Sonia Pucho Saico filed discrimination and language access complaints. DMV denied the allegations. Ms. Saico amended the language access complaint, and upon further review of its records, while acknowledging that DMV could refute the allegations, DMV did point out she obtained the credential she was seeking.
- Hernan Tamara Umanzor filed discrimination and language access complaints. DMV denied the allegations. The complainant subsequently withdrew the complaints.
- Sandra Rodriguez filed discrimination and language access complaints. DMV denied the allegations.
- Miguel Batista Castillo filed a discrimination complaint based on language access. Prior to DMV responding, the complaint was withdrawn.

D. PROGRAM-SPECIFIC QUESTIONS

37. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2016, FY 2017, and FY 2018 (as of January 1, 2018 or later). Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

Response: See table below

2018 DMV Adjudication Caseload Statistics

| | FY 2016 | FY 2017 | FY 2018 (thru 1/31/18) |
|--|----------------|----------------|-----------------------------------|
| <i>Parking Citations</i> | | | |
| Number of Citations Processed | 1,577,278 | 1,387,006 | 431,131 |
| Number of Requests for Adjudication Filed | 151,582 | 142,724 | 51,115 |
| Number of Cases Pending as of October 1 | 43,410 | 65,226 | 67,080** |
| Number of Final Orders Issued | 165,762 | 131,216 | 50,343 |
| Number of Final Orders that Dismissed | 70,692 | 51,414 | 17,117 |
| Number of Final Orders that Affirmed | 83,524 | 73,096 | 30,951 |
| <i>Moving Citations (issued by law enforcement)</i> | | | |
| Number of Citations Processed | 79,450 | 71,294 | 23,685 |
| Number of Requests for Adjudication Filed | 35,080 | 20,087 | 8,030 |

2018 DMV Adjudication Caseload Statistics

| | FY 2016 | FY 2017 | FY 2018 (thru 1/31/18) |
|---|---------------|---------------|---------------------------|
| Number of Cases Pending as of October 1 | 348 | 2,865 | 4,251** |
| Number of Final Orders Issued | 25,533 | 12,495 | 5,016 |
| Number of Final Orders that Dismissed | 13,322 | 5,726 | 2,228 |
| Number of Final Orders that Affirmed | 5,583 | 6,505 | 2,682 |
| | | | |
| Photo Citations (issued by camera) | | | |
| Number of Citations Processed | 1,103,769 | 1,229,239 | 350,900 |
| Number of Requests for Adjudication Filed | 87,244 | 91,263 | 32,395 |
| Number of Cases Pending as of October 1 | 36,925 | 33,925 | 35,526** |
| Number of Final Orders Issued | 75,977 | 99,118 | 34,316 |
| Number of Final Orders that Dismissed | 20,494 | 27,349 | 9,813 |
| Number of Final Orders that Affirmed | 52,122 | 71,122 | 24,342 |
| | | | |
| Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters) | | | |
| Number of Requests for Adjudication Filed | 845 | 1,063 | 329 |
| Number of Final Orders Issued | 845 | 1063 | 329 |
| Number of Final Orders that Dismissed | 380 | 457 | 142 |
| Number of Final Orders that Affirmed | 54 | 126 | 32 |
| | | | |
| General | | | |
| Mean Length of Time Required to Close a Case (Filing to Final Order) | 160 days | 202 days | 197 days |
| Number of Hearing Examiners | 16 | 19 | 21 |
| Mean Caseload per Hearing Examiner | 11,602 | 9,199 | 3,122 |
| | | | |
| Traffic Adjudication Appeals Board | | | |
| Number of Cases Pending as of October 1 | 150 | 37 | 45 |
| Number of Final Orders Appealed | 915 | 528 | 286 |
| Number of Decisions Issued | 2,272 | 580 | 235 |
| Mean Length of Time Required to Close a Case | 8 months | 60 days | 60 days |
| Number of Board Meetings | Biweekly | Biweekly | Biweekly |
| | | | |
| *Collections | | | |
| Number of Citations Processed | 2,760,482 | 2,687,525 | 789,883 |
| Value of Citations Processed | \$299,230,511 | \$306,712,186 | \$81,120,931 |
| Number of Citations Paid | 2,185,031 | 1,908,165 | 504,298 |
| Number of Citations Paid to DMV pre-collections | 1,824,184 | 1,687,802 | 435,094 |
| Value of Citations Paid to DMV pre-collections | \$163,000,179 | \$158,636,893 | \$37,963,850 |

2018 DMV Adjudication Caseload Statistics

| | FY 2016 | FY 2017 | FY 2018 (thru 1/31/18) |
|--|---------------------|---------------------|---------------------------|
| Number of Citations Paid to Outside Collectors | Not DMV Function | Not DMV Function | Not DMV Function |
| Value of Citations Paid to Outside Collectors | Not DMV Function | Not DMV Function | Not DMV Function |
| Number of Unpaid Citations | 777,224 | 806,234 | 378,323 |
| Value of Unpaid Citations | \$125,605,692 | \$133,169,945 | \$48,321,479 |
| Value of Unpaid Citations Owed by District Residents | \$23,944,747 | \$26,227,036 | \$11,388,026 |
| Value of Unpaid Citations Owed by Maryland Residents | \$55,770,005 | \$59,378,082 | \$19,768,167 |
| Value of Unpaid Citations Owed by Virginia Residents | \$25,844,304 | \$27,338,742 | \$9,956,061 |
| Value of Unpaid Citations Owed by Residents of Other Jurisdictions | \$20,046,636 | \$20,226,085 | \$7,209,225 |

*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database

**Note: Numbers impacted by system error resulting in 72K tickets being added to Queues in June 2017.

38. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2016, FY 2017, and FY 2018, to date (*i.e.* officer failed to appear at hearing, etc.).

Response: See table below

| Dismissal Reason | FY16 | FY17 | FY18 (thru 1/31/18) |
|---|--------|--------|------------------------|
| Dismissed on merits- legal defense to ticket provided | 60,318 | 43,526 | 3,906 |
| Ticket defective | 14,128 | 25,710 | 1,311 |
| Ticket submitted late for processing | 29,559 | 51,476 | 3,980 |

39. Please provide the five most common legal defenses leading to dismissal on the merits of a parking, moving, or automated traffic enforcement ticket in FY 2016, FY 2017, and FY 2018, to date.

Response: See table below.

| Dismissal Reason | FY16 | FY17 | FY18 (thru 1/31/18) |
|-------------------------|-------------|-------------|----------------------------|
| Multiple Vehicles* | 10,940 | 11,233 | 3,562 |
| Park Mobile Receipt | 7,779 | 5,409 | 1,938 |
| ROSA Exemption | 6,472 | 5,466 | 1,644 |
| Officer Absent | 5,165 | 2,923 | 1,013 |
| Poor Image * | 3,419 | 4,384 | 1,528 |

*Relates to photo enforcement tickets

40. Please describe all actions that the DMV takes to secure personal data collected pursuant to the Real ID Act of 2005.

Response: The REAL ID Act of 2005, which DC DMV implemented on May 1, 2014, requires the agency to either scan or keep physical copies of proof of identity, proof of SSN and proof of residency documents which are presented by residents to obtain a REAL ID credential. The scanned images reside in the District's Office of the Chief Technology Officer's Data Center, and it has restricted entry points to the DMV system. There are additional software access controls that are built into the system such as controlled login with profile based access. Security protocol includes video monitoring system, security guards and secure cards/badges. The DC Data Center does routine security checks every 6 months. Disaster Recovery drills are performed once a year. The scanned documents are only available to DMV employees with specific profile rights, which are managers and supervisors. The scanned documents are also not shared with any other agency. The scanned documents are also encrypted when stored. In terms of auditing, the DMV's Service Integrity Office provides internal audit and investigative activities to ensure Departmental policies, procedures and practices are designed and carried out without abuse, fraud or corruption. The office has established audit controls and performs routine reviews of internal control systems for compliance.

41. How does the DMV process tickets issued by District agencies? What is the average length of time for such information to be uploaded into the DMV's ticket processing system?

Response: For DPW, DDOT and MPD, most of their parking tickets are issued using handheld devices which are then docked at a workstation (at their agency) and uploaded to our ticket processing database within 72 hours. MPD moving violations are handwritten tickets which are dropped off to DMV within 20 days of issuance. Our vendor then manually enters the ticket information into our database within three business day.

42. How does the DMV process tickets issued by WMATA and federal law enforcement agencies? What is the average length of time for such information to be uploaded into the DMV's ticket processing system?

Response: Parking tickets and moving violations issued by WMATA and federal law enforcement agencies (about 28 agencies) are handwritten tickets which are required to be dropped off to DMV within 20 days of issuance. If received, our vendor then manually enters the ticket information into our database within three business day.

43. 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 | Asia Carpenter | Nadine Robinson | Wyndell Banks |

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

Response: There are no current vacancies on panel.

44. Please provide the number of adjudications processed in FY 2016, FY 2017, and FY 2018 to date, broken down by category (in-person, online, and mail).

Response: See table below

| Source | FY16 | FY17 | FY18 thru 1/31/18 |
|--------------|----------------|----------------|-------------------|
| In-person | 45,198 | 58,664 | 18,940 |
| Mail | 65,268 | 63,328 | 30,282 |
| Online | 187,750 | 120,837 | 40,453 |
| Total | 298,216 | 242,829 | 89,675 |

45. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2016, FY 2017, and FY 2018, to date.

Response: The average length of time required to close a case from filing to final order was 160 days in FY16, 202 days in FY17 and 197 days as of 1/31/18.

46. Please provide the number of requests for reconsideration upon a finding of liability in FY 2016, FY 2017, and FY 2018 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

Response: See table below

| Reconsideration Results | FY16 | FY17 | FY18 thru 1/31/18 |
|--------------------------------|-------------|-------------|--------------------------|
| Reconsider Received | 8,787 | 7,194 | 3,565 |
| Reconsider Denied | 6,654 | 5,371 | 2,865 |
| Reconsider Granted | 2,133 | 1,823 | 700 |

Numbers include cases received in FY17 and decided in FY18

47. 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 2016, FY 2017, and FY 2018, 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 18 months in FY16, 60 days in FY17 and 60 days as of 1/31/18.

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

Response: DMV's goal is to respond to appeals within 90 days of receipt. DMV has exceeded this goal by maintaining a response time of approximately 60 days for the past 14 months.

48. How many vehicles were titled/registered in the District in FY 2016, FY 2017, and FY 2018, to date?

Response: See table below

| Vehicles Titled/Registered | |
|-----------------------------------|-----------------------------------|
| Fiscal Year | Vehicles Titled/Registered |
| FY16 | 81,307 |
| FY17 | 81,465 |
| FY18 (as of 1/31/2018) | 22,097 |

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2017.

| FY17 TAGS | ISSUANCE COUNT |
|-------------------------------------|-----------------------|
| ALPHA KAPPA ALPHA TAGS | 5 |
| ALPHA PHI ALPHA FRATERNITY TAGS | 5 |
| ANACOSTIA RIVER COMMEMORATIVE TAGS | 701 |
| AT SU ALUMNI TAGS | 1 |
| BLUE KNIGHTS TAGS | 1 |
| BUS TAGS | 537 |
| CLERGY TAGS | 3 |
| COMMERCIAL TAGS | 538 |
| DC GOVT MOTORCYCLE TAGS | 25 |
| DC GOVT TAGS | 470 |
| DC LODGE TAGS | 18 |
| DEALER TAGS | 379 |
| DEALER TEMPORARY TAGS | 199 |
| DELTA SIGMA THETA TAGS | 2 |
| DISABILITY MOTORCYCLE TAGS | 2 |
| DISABILITY TAGS | 450 |
| DISABLED AMERICAN VETERAN TAGS | 39 |
| DISABLED VETERAN TAGS | 7 |
| DOCTOR TAGS | 1 |
| FIRE FIGHTER TAGS | 23 |
| FLORIDA A & M UNIVERSITY | 1 |
| HISTORICAL TAGS | 138 |
| HOWARD UNIVERSITY | 1 |
| LIMOUSINE TAGS | 33 |
| LOW TAGS | 149 |
| MASONIC FOUNDATION OF WASHINGTON DC | 1 |
| MASONS TAGS | 3 |
| MISSISSIPPI STATE UNIVERSITY | 1 |
| MOTORCYCLE TAGS | 1,092 |
| MOTOR DRIVEN CYCLE TAGS | 149 |
| OFFICE OF VETERANS AFFAIRS TAGS | 48 |
| OMEGA PSI PHI TAGS | 3 |
| PERSONALIZED TAGS | 664 |

| | |
|---------------------------|---------------|
| PLEASURE TAGS | 67,301 |
| PORSCHE CLUB OF AMERICA | 3 |
| RENTAL TAGS | 2,283 |
| TAXI TAGS | 221 |
| TEAMSTERS UNION TAGS | 4 |
| TEMPORARY TAGS | 5,099 |
| TRAILER TAGS | 242 |
| UNIVERSITY OF MISSISSIPPI | 2 |
| WASHINGTON NATIONALS | 299 |
| WHITE STARS TAGS | 2 |
| WWW TAGS | 225 |
| Total | 81,370 |

49. Please provide the number of active “H” tags and “L” tags in FY 2016, FY 2017, and FY 2018, to date.

Response: See table below

| Tag Type | FY16 | FY17 | FY18(as of 1/31/2018) |
|----------------------|-------------|-------------|------------------------------|
| H Tags Active | 6,825 | 6,121 | 5,844 |
| L Tags Active | 278 | 240 | 233 |

50. Please provide the number of “H” tags and “L” tags issued (excluding renewals) in FY 2016, FY 2017, and FY 2018, to date.

Response: See table below

| Tag Type | FY16 | FY17 | FY18(as of 1/31/2018) |
|----------------------|-------------|-------------|------------------------------|
| H Tags Issued | 369 | 221 | 42 |
| L Tags Issued | 52 | 33 | 11 |

51. 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 | 19 minutes | 31 minutes | 12 minutes |
| | | Sat, 12-2pm | Thurs, 8:15-10:15am |
| Benning Ridge Service Center | 12 minutes | 15 minutes | 8 minutes |
| | | Tues, 12-2pm | Thurs, 8:15-10:15am |
| Rhode Island Service Center | 25 minutes | 29 minutes | 17 minutes |
| | | Sat, 1-3pm | Thurs, 8:15-10:15am |
| Southwest Service Center | 36 minutes | 41 minutes | 30 minutes |
| | | Tues, 12-2pm | Thurs, 8:15-10:15am |

52. 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: Effective August 2, 2016, DC DMV eliminated the requirement for scheduling an appointment for limited purpose credentials at all service centers, Wednesday – Saturday. Appointments remain for Tuesday, which is normally the overall busiest day. Appointment availability is a “non-issue”, as there are always unfilled appointment slots each week. Therefore, a strategy to address the reduction of the appointment availability timeframe is not required.

53. 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 |

| Limited Purpose | | |
|-------------------|-----------------|----------------------|
| | Driver Licenses | Identification Cards |
| 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 |
| February | 392 | 163 |
| March | 444 | 181 |
| April | 549 | 252 |
| May | 522 | 245 |
| June | 518 | 272 |
| July | 389 | 136 |
| August | 902 | 453 |
| September | 676 | 398 |
| FY16 Total | 5,825 | 2,866 |
| FY2017 | | |
| October | 614 | 301 |
| November | 518 | 244 |
| December | 664 | 265 |
| January | 538 | 238 |
| February | 580 | 234 |
| March | 641 | 243 |

| Limited Purpose | | |
|----------------------|-----------------|----------------------|
| | Driver Licenses | Identification Cards |
| April | 489 | 224 |
| May | 466 | 184 |
| June | 543 | 248 |
| July | 490 | 236 |
| August | 609 | 297 |
| September | 615 | 272 |
| FY17 Total | 6,752 | 2,986 |
| | | |
| FY2018 | | |
| October | 631 | 242 |
| November | 648 | 227 |
| December | 511 | 216 |
| January | 499 | 183 |
| FY18 Total | 2,289 | 868 |
| | | |
| Total to Date | 21,104 | 10,251 |

54. 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

55. Please provide the current status of the following capital programs: (1) KV0-MVS16- Destiny Replacement Project; and (2) KV0-TPS01- Ticket Processing System. Please also provide the expected completion date of these programs.

- Last year the DMV responded that these programs were going to be put out for bid by July of 2017. Has that happened?

Response: For both projects, statements of work have been approved by the Office of Contracts and Procurement legal team, the Office of the Attorney General and the Office of the Chief Technology Officer. DMV's new contracting officer is putting the package together to be put out to bid. Additionally, DC DMV posted and made an offer for a new Program Manager to manage both the Ticket Processing and Licensing/Registration projects which are both critical to DMV operations. Due to salary negotiations, the offer was rescinded and the position needs to be reposted. Both projects are also multi-year projects, in terms of contract award, business process mapping, information technology programming and implementation, which will take approximately six years to fully complete.

56. Please provide the number of new registrations for hybrid, electric, and alternative fuel vehicles in the District for FY 2016, FY 2017, and FY 2018, to date.

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

| Fuel Type | FY16 | FY17 | FY18(as of 1/31/2018) |
|-------------|-------|-------|-----------------------|
| Electric | 300 | 296 | 109 |
| Alternative | 3,990 | 4,089 | 1,171 |
| Hybrid | 2,532 | 2,802 | 861 |

57. Please provide the total number of hybrid, electric, and alternative fuel vehicles currently registered in the District.

Response: See table below

| Fuel Type | FY18 (as of 1/31/2018) |
|-------------|------------------------|
| Electric | 789 |
| Alternative | 15,802 |
| Hybrid | 13,413 |
| Total | 30,004 |

58. Since March 31, 2016, all DMV locations have opened one hour later to “allow the agency to provide consistent training and accurate communication to employees.” Please describe what training activities occur during this one-hour timeframe. Can this training be provided during normal work hours?

Response: For Adjudication Services, all employees were trained on the use of the new customer queuing system, the new hearing intake process and new regulations/processes such as the new DDOT emergency no parking process and signage. Additionally, hearing examiners received refresher training on the adjudication process and all employees received team building training.

For Driver and Vehicle Services, the frontline employees have been trained on Language Access, new technology implementation and system upgrades, fraud prevention, pilot returning citizen initiative, proof of residency, Department of Homeland Security updates and team building.

Additionally, the one-hour training period is used to conduct staff meetings and refresher/ reminder training to update everyone on legislative and operational changes. The Director also used the time to present the 2017-2022 Strategic Plan to employees and provide them with an update of the agency budget, hiring and program initiatives.

The above training cannot be effectively done during normal work hours since frontline employees do not have time available for training. To meet the demands of high customer volume, all service center customer counters and inspection lanes are often fully staffed to ensure customers are processed timely. In the past, removing staff from the service counters during business hours for training (and disseminating regulation/policy information) adversely impacted customer wait times and disrupted the continuity of operations.

59. In the Fiscal Year 2017 Budget Support Act of 2016, the Council required DMV to establish a self-service exhaust emissions testing pilot program. What steps has DMV taken to implement that requirement?

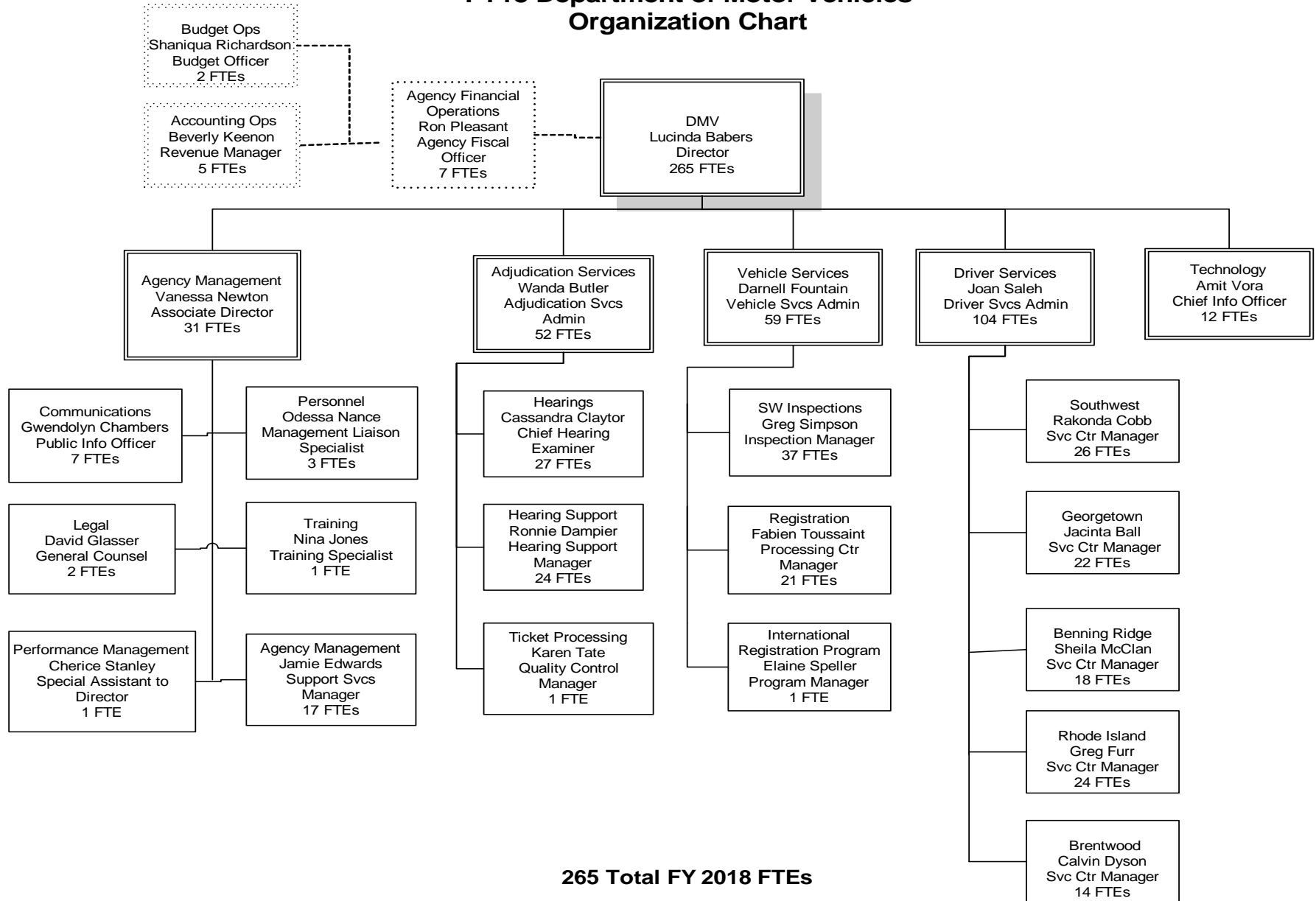
- Last year, the DMV said that it was having trouble finding a location for the self-service station, but was coordinating with DOEE to find recommendations. Has the DMV identified a location and, if so, where?

Response: DMV has been working with our inspection station vendor on creating the kiosk. We have resolved the issue of not having the inspection sticker in the kiosk. Instead, DMV staff will mail residents the sticker after they conduct their self-inspection. The Department of Parks and Recreation (DPR) approved DMV's use of space at Takoma Recreation Center for the kiosk location. DMV took possession of the kiosk and conducted software testing on September 28, 2017. DMV, DPR and the vendor held a successful community outreach meeting at Takoma Recreation Center on November 29, 2018. Due to no community issues, DMV is moving forward with verifying the building drawings from DGS and determining required permits. We estimate installation to be completed by July 2018.

Attachments

1. Q1 - DMV FY2018 Organizational Chart
2. Q1 and Q3 – DMV FY2018 Position List
3. Q17 - FY2017 DMV Performance Accountability Report
4. Q25 - DMV FY2017/2018 Major Contracts

FY18 Department of Motor Vehicles Organization Chart



Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|------------------------------|------------|-------------|-----------------------------------|------------|------------|-------|------|--------|----------------|---------------------------|-----------------------|
| 00009555 | Hearing Support Manager | Dampier, Ronnie | 11/2/2015 | F | No | Reg | 963 | 13 | 1 | 86,660 | 22,098 | Hearing Support | Adjudication Services |
| 00004670 | Lead Legal Instrum. Exam (DMV) | Massey, Shirley T | 7/28/2003 | F | No | Reg | 963 | 10 | 5 | 63,171 | 16,109 | Hearing Support | Adjudication Services |
| 00015839 | Lead Legal Instrum. Exam (DMV) | Meadows, Felicia R | 8/17/1987 | F | No | Reg | 963 | 10 | 8 | 68,556 | 17,482 | Hearing Support | Adjudication Services |
| 00021545 | Lead Legal Instrum. Exam (DMV) | Campbell-Perkins, Kimberly J | 8/27/1990 | F | No | Reg | 963 | 10 | 9 | 70,351 | 17,940 | Hearing Support | Adjudication Services |
| 00004620 | Legal Instrument Examiner (DMV) | Berry, Aliya | 8/25/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Hearing Support | Adjudication Services |
| 00006892 | Legal Instrument Examiner (DMV) | Fowler-Dunmore, Rosalind M | 4/17/1991 | F | No | Reg | 963 | 9 | 9 | 64,079 | 16,340 | Hearing Support | Adjudication Services |
| 00007669 | Legal Instrument Examiner (DMV) | Macias, Angelica | 2/3/1997 | F | No | Reg | 963 | 9 | 8 | 62,449 | 15,924 | Hearing Support | Adjudication Services |
| 00014261 | Legal Instrument Examiner (DMV) | Julien, Jasmine | 10/24/1987 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Hearing Support | Adjudication Services |
| 00015424 | Legal Instrument Examiner (DMV) | Smith Godfrey, Tonya L | 5/26/1998 | F | No | Reg | 963 | 9 | 7 | 60,819 | 15,509 | Hearing Support | Adjudication Services |
| 00016017 | Legal Instrument Examiner (DMV) | Smith, Dawn | 6/26/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Hearing Support | Adjudication Services |
| 00016268 | Legal Instrument Examiner (DMV) | Jenkins, Rosa L | 10/19/1987 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Hearing Support | Adjudication Services |
| 00016925 | Legal Instrument Examiner (DMV) | Sedgwick, Denise | 12/19/1988 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Hearing Support | Adjudication Services |
| 00018156 | Legal Instrument Examiner (DMV) | Young Jr., Charles M | 10/22/1999 | F | No | Reg | 963 | 8 | 9 | 58,223 | 14,847 | Hearing Support | Adjudication Services |
| 00022258 | Legal Instrument Examiner (DMV) | Hawkins, Lajuan R | 6/19/1985 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Hearing Support | Adjudication Services |
| 00023882 | Legal Instrument Examiner (DMV) | Harris, Naadira A | 9/29/2008 | F | No | Reg | 963 | 7 | 5 | 48,122 | 12,271 | Hearing Support | Adjudication Services |
| 00024018 | Legal Instrument Examiner (DMV) | Ford, Karlotta | 12/15/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Hearing Support | Adjudication Services |
| 00024228 | Legal Instrument Examiner (DMV) | Williams, Kraig R | 10/16/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Hearing Support | Adjudication Services |
| 00026454 | Legal Instrument Examiner (DMV) | Hardy, Gloria A | 3/10/2003 | F | No | Reg | 963 | 8 | 8 | 56,745 | 14,470 | Hearing Support | Adjudication Services |

Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|-------------------------------------|---------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|-----------------------|
| 00027018 | Legal Instrument Examiner (DMV) | Hellams,Delante A | 4/21/2003 | F | No | Reg | 963 | 8 | 8 | 56,745 | 14,470 | Hearing Support | Adjudication Services |
| 00031459 | Legal Instrument Examiner (DMV) | Johnson,Rachelle A | 10/16/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Hearing Support | Adjudication Services |
| 00082439 | Legal Instrument Examiner (DMV) | Tann,Erica M. | 3/24/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Hearing Support | Adjudication Services |
| 00015013 | Management Analyst | | | V | No | Reg | 343 | 13 | 1 | 81,050 | 20,668 | Hearing Support | Adjudication Services |
| 00002584 | Staff Assistant | Hobbs,Tamara | 10/31/2016 | F | No | Reg | 301 | 9 | 1 | 47,185 | 12,032 | Hearing Support | Adjudication Services |
| 00020920 | Supv Legal Instrument Examiner | Coyoy,Paula I | 3/16/2009 | F | No | Reg | 963 | 11 | 1 | 63,861 | 16,285 | Hearing Support | Adjudication Services |
| 00017321 | Adjudication Services Administrator | Butler,Wanda F | 7/11/1994 | F | Local | Reg | 930 | 16 | 1 | 143,569 | 36,610 | Hearings | Adjudication Services |
| 00009834 | Appeals Board Member | Banks,Wyndell O | 9/19/2016 | F | Local | Temp | 301 | 14 | 1 | 47,896 | 12,213 | Hearings | Adjudication Services |
| 00023611 | Appeals Board Member | Robinson,Nadine L | 6/22/2009 | F | Local | Temp | 301 | 14 | 1 | 47,896 | 12,213 | Hearings | Adjudication Services |
| 00031474 | Chief Hearing Examiner | Claytor,Cassandra P | 10/31/1994 | F | Local | Reg | 930 | 14 | 1 | 113,392 | 28,915 | Hearings | Adjudication Services |
| 00000700 | Hearing Examiner | Warren Ali,Valerie | 8/25/1997 | F | Local | Reg | 930 | 13 | 9 | 110,145 | 28,087 | Hearings | Adjudication Services |
| 00002750 | Hearing Examiner | Toure,Kweku A | 8/7/2017 | F | Local | Temp | 930 | 12 | 1 | 76,082 | 19,401 | Hearings | Adjudication Services |
| 00003497 | Hearing Examiner | Musonye Smith,Rose | 5/3/1991 | F | Local | Reg | 930 | 13 | 9 | 110,145 | 28,087 | Hearings | Adjudication Services |
| 00004241 | Hearing Examiner | Boyd,Sharon Grace | 11/13/2007 | F | Local | Reg | 930 | 13 | 7 | 104,523 | 26,653 | Hearings | Adjudication Services |
| 00007910 | Hearing Examiner | Roshell,Alicia A. | 9/11/2008 | F | Local | Reg | 930 | 13 | 7 | 104,523 | 26,653 | Hearings | Adjudication Services |
| 00008344 | Hearing Examiner | Thompson,Dakarai D. | 3/7/2016 | F | Local | Reg | 930 | 13 | 2 | 90,468 | 23,069 | Hearings | Adjudication Services |
| 00008824 | Hearing Examiner | Lawson,Stephen J | 4/8/2002 | F | Local | Reg | 930 | 13 | 9 | 110,145 | 28,087 | Hearings | Adjudication Services |
| 00011713 | Hearing Examiner | Williams,Wanda | 2/8/2016 | F | Local | Reg | 930 | 13 | 2 | 90,468 | 23,069 | Hearings | Adjudication Services |

Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|-------------------------|-------------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|-----------------------------|
| 00012316 | Hearing Examiner | Horsley,Bashan W | 12/15/2014 | F | Local | Reg | 930 | 13 | 2 | 90,468 | 23,069 | Hearings | Adjudication Services |
| 00013665 | Hearing Examiner | Boone,Emma M | 10/7/2013 | F | Local | Reg | 930 | 13 | 5 | 98,901 | 25,220 | Hearings | Adjudication Services |
| 00019753 | Hearing Examiner | Ruffin,Marvin G | 9/26/2011 | F | Local | Reg | 930 | 13 | 7 | 104,523 | 26,653 | Hearings | Adjudication Services |
| 00022136 | Hearing Examiner | Walton,Gina | 8/18/1995 | F | Local | Reg | 930 | 13 | 9 | 110,145 | 28,087 | Hearings | Adjudication Services |
| 00023529 | Hearing Examiner | Davis,Remigia C | 3/16/2009 | F | Local | Reg | 930 | 13 | 6 | 101,712 | 25,937 | Hearings | Adjudication Services |
| 00024269 | Hearing Examiner | Davis,Joseph | 8/21/2017 | F | Local | Temp | 930 | 12 | 1 | 76,082 | 19,401 | Hearings | Adjudication Services |
| 00025051 | Hearing Examiner | Collins,Christopher L | 6/11/1977 | F | Local | Reg | 930 | 13 | 10 | 112,956 | 28,804 | Hearings | Adjudication Services |
| 00026218 | Hearing Examiner | Harris,Mark M | 4/5/1993 | F | Local | Reg | 930 | 13 | 10 | 112,956 | 28,804 | Hearings | Adjudication Services |
| 00026493 | Hearing Examiner | Dansby,Tonia M | 9/22/2003 | F | Local | Reg | 930 | 13 | 9 | 110,145 | 28,087 | Hearings | Adjudication Services |
| 00031438 | Hearing Examiner | | | V | Local | Reg | 930 | 13 | 1 | 87,657 | 22,353 | Hearings | Adjudication Services |
| 00031473 | Hearing Examiner | Matthews,Desiree Vanita | 6/10/1985 | F | Local | Reg | 930 | 13 | 9 | 110,145 | 28,087 | Hearings | Adjudication Services |
| 00075103 | Hearing Examiner | Neloms,Roxanne D. | 4/9/2012 | F | Local | Reg | 930 | 13 | 7 | 104,523 | 26,653 | Hearings | Adjudication Services |
| 00082411 | Hearing Examiner | Matlock,Belinda | 8/21/2017 | F | Local | Reg | 930 | 13 | 1 | 87,657 | 22,353 | Hearings | Adjudication Services |
| 00082412 | Hearing Examiner | Best,David D. | 4/7/2014 | F | Local | Reg | 930 | 13 | 4 | 96,090 | 24,503 | Hearings | Adjudication Services |
| 00015767 | Staff Assistant | Castillo,Ebony | 4/3/2017 | F | No | Reg | 301 | 9 | 1 | 47,185 | 12,032 | Hearings | Adjudication Services |
| 00020770 | Staff Assistant | Carpenter,Asia | 4/3/2017 | F | No | Reg | 301 | 9 | 1 | 47,185 | 12,032 | Hearings | Adjudication Services |
| 00002935 | Quality Program Officer | Campbell-Tate,Karen | 8/21/2017 | F | No | Reg | 1101 | 14 | 5 | 108,063 | 27,556 | Ticket Processing | Adjudication Services |
| 00040059 | Accountng Tech | West,Alva | 6/25/2007 | F | No | Reg | 525 | 9 | 6 | 59,189 | 15,093 | Accounting Operations | Agency Financial Operations |

Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|------------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|-----------------------------|
| 00040060 | Accountng Tech | Jackson, Demetria R | 5/30/2017 | F | No | Temp | 525 | 7 | 7 | 51,057 | 13,020 | Accounting Operations | Agency Financial Operations |
| 00040061 | Accountng Tech | Batie, Tatiana | 5/2/2016 | F | No | Reg | 525 | 8 | 10 | 59,703 | 15,224 | Accounting Operations | Agency Financial Operations |
| 00087662 | Accountng Tech | Streety, Christopher | 10/17/2016 | F | No | Reg | 525 | 7 | 5 | 48,122 | 12,271 | Accounting Operations | Agency Financial Operations |
| 00040049 | Revenue Officer | Keenon, Beverly | 7/28/1988 | F | No | Reg | 512 | 12 | 8 | 92,614 | 23,617 | Accounting Operations | Agency Financial Operations |
| 00033764 | Agency Fiscal Officer | Pleasant, Ronald J | 4/13/2009 | F | No | Reg | 501 | 15 | 2 | 125,553 | 32,016 | Budget Operations | Agency Financial Operations |
| 00040062 | Budget Officer | Richardson, Shaniqua A | 12/7/1998 | F | No | Reg | 505 | 13 | 5 | 98,900 | 25,220 | Budget Operations | Agency Financial Operations |
| 00007513 | Assoc Dir for Admin Svcs | Newton, Vanessa E | 6/3/2002 | F | No | Reg | 301 | 15 | 1 | 115,000 | 29,325 | Agency Management | Agency Management |
| 00012046 | Director | Babers, Lucinda M | 6/21/1999 | F | Local | Reg | 301 | E4 | 1 | 180,081 | 45,921 | Agency Management | Agency Management |
| 00010922 | Investigator | Goci, Gledion | 6/27/2016 | F | No | Reg | 1810 | 11 | 2 | 58,679 | 14,963 | Agency Management | Agency Management |
| 00015900 | Investigator | Johnson, Robert E | 9/29/2008 | F | No | Reg | 1810 | 12 | 6 | 81,260 | 20,721 | Agency Management | Agency Management |
| 00083164 | Investigator | Al-Shammary, Zainab | 1/26/2015 | F | No | Reg | 1810 | 11 | 3 | 60,506 | 15,429 | Agency Management | Agency Management |
| 00010034 | Legal Instrument Examiner (DMV) | Graham, Tiara S | 8/26/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Agency Management | Agency Management |
| 00031461 | Management Analyst | Davis, Charles E | 3/9/2015 | F | No | Reg | 343 | 13 | 3 | 86,244 | 21,992 | Agency Management | Agency Management |
| 00022612 | Staff Assistant | Pinnix, Jeanette L | 12/7/1992 | F | No | Reg | 301 | 11 | 8 | 69,641 | 17,758 | Agency Management | Agency Management |
| 00032472 | Staff Assistant | Miller, Tonya M | 10/4/2004 | F | No | Reg | 301 | 11 | 8 | 69,641 | 17,758 | Agency Management | Agency Management |
| 00026058 | Support Services Assistant | Brighthart, Angela D | 4/29/2002 | F | No | Reg | 303 | 7 | 9 | 49,919 | 12,729 | Agency Management | Agency Management |
| 00027099 | Support Services Assistant | Branch, Kevin | 11/30/2015 | F | No | Reg | 303 | 7 | 3 | 41,777 | 10,653 | Agency Management | Agency Management |
| 00031425 | Support Services Assistant | | | V | No | Reg | 342 | 7 | 1 | 39,063 | 9,961 | Agency Management | Agency Management |

Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|--|------------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|-------------------|
| 00031440 | Support Services Manager | Edwards,James L | 4/30/2007 | F | No | Reg | 342 | 13 | 1 | 90,560 | 23,093 | Agency Management | Agency Management |
| 00018052 | Support Services Specialist | Brown,Robert W | 6/13/1992 | F | No | Reg | 342 | 9 | 7 | 56,233 | 14,339 | Agency Management | Agency Management |
| 00031432 | Support Services Specialist | Jackson,Terrie Denise | 10/13/1986 | F | No | Reg | 342 | 11 | 8 | 69,641 | 17,758 | Agency Management | Agency Management |
| 00085758 | Ticket Ombudsman | Stewart,Gregori K | 3/30/2015 | F | Local | Reg | 301 | 8 | 1 | 95,791 | 24,427 | Agency Management | Agency Management |
| 00031429 | Vehicle Management Specialist | Pitt, Francine | 5/15/2000 | F | No | Reg | 301 | 9 | 7 | 56,233 | 14,339 | Agency Management | Agency Management |
| 00020899 | Correspondence Mgnt Specialist | Hodges,Shannon Madiel | 10/17/2005 | F | No | Reg | 301 | 9 | 6 | 54,725 | 13,955 | Communications | Agency Management |
| 00031436 | Correspondence Mgnt Specialist | Small,Michelle F | 2/12/2001 | F | No | Reg | 301 | 9 | 10 | 60,757 | 15,493 | Communications | Agency Management |
| 00088220 | Correspondence Mgnt Specialist | Corley,Demaria A | 9/19/2016 | F | No | Reg | 301 | 9 | 2 | 48,693 | 12,417 | Communications | Agency Management |
| 00088222 | Correspondence Mgnt Specialist | Daniell,Kiyah A | 9/19/2016 | F | No | Reg | 301 | 9 | 5 | 53,217 | 13,570 | Communications | Agency Management |
| 00088224 | Correspondence Mgnt Specialist | Freeman,Angela | 10/3/2016 | F | No | Reg | 301 | 9 | 5 | 53,217 | 13,570 | Communications | Agency Management |
| 00083165 | Information Technology Special (Webmaster) | | | V | No | Reg | 2210 | 11 | 1 | 56,852 | 14,497 | Communications | Agency Management |
| 00088125 | Public Information Officer | Chambers,Gwendolyn | 5/15/2017 | F | No | Reg | 1001 | 14 | 1 | 99,659 | 25,413 | Communications | Agency Management |
| 00041737 | Assistant General Counsel | Reed, Ariel | 1/22/2018 | F | No | Reg | 905 | 13 | 1 | 96,623 | 24,639 | Legal | Agency Management |
| 00011902 | General Counsel | Glasser,David M | 1/22/2007 | F | No | Reg | 905 | 2 | 1 | 157,844 | 40,250 | Legal | Agency Management |
| 00031413 | Management Analyst | Stanley,Cherice Y | 10/29/2007 | F | No | Reg | 343 | 14 | 6 | 111,131 | 28,338 | Performance Management | Agency Management |
| 00022968 | Management Liaison Specialist | Payne,Lisa | 10/13/1982 | F | No | Reg | 301 | 12 | 9 | 87,809 | 22,391 | Personnel | Agency Management |
| 00031437 | Management Liaison Specialist | Scruggs Nance,Odessa M | 7/18/1983 | F | No | Reg | 301 | 13 | 7 | 96,632 | 24,641 | Personnel | Agency Management |
| 00024589 | Staff Assistant | Osei-Djan,Montii T | 6/9/2008 | F | No | Reg | 301 | 9 | 7 | 56,233 | 14,339 | Personnel | Agency Management |

Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|--------------------------------------|--------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|-------------------|
| 00031456 | Training Specialist | Jones,Nina | 6/15/2015 | F | No | Reg | 9888 | 12 | 5 | 79,077 | 20,165 | Training | Agency Management |
| 00011154 | Driver License Examiner (Commercial) | Hamidi,Omar | 8/22/2016 | F | No | Reg | 303 | 9 | 2 | 52,669 | 13,431 | Licensing | Driver Services |
| 00012455 | Driver License Examiner (Commercial) | Weekes,Coy B | 10/2/2017 | F | No | Reg | 303 | 9 | 1 | 51,039 | 13,015 | Licensing | Driver Services |
| 00021192 | Driver License Examiner (Commercial) | Tarawali,Sahida | 8/8/2016 | F | No | Reg | 303 | 9 | 2 | 52,669 | 13,431 | Licensing | Driver Services |
| 00017799 | Driver License Examiner MVO | Brown Jr.,Leon B | 3/17/1988 | F | No | Reg | 303 | 9 | 10 | 65,709 | 16,756 | Licensing | Driver Services |
| 00025765 | Driver License Examiner MVO | LaBoard,Corey D | 10/17/2016 | F | No | Reg | 303 | 9 | 1 | 51,039 | 13,015 | Licensing | Driver Services |
| 00031450 | Driver License Examiner MVO | Day,Justin | 10/21/2013 | F | No | Reg | 303 | 9 | 6 | 59,189 | 15,093 | Licensing | Driver Services |
| 00034676 | Driver License Examiner MVO | Chester,Christal L | 10/7/2013 | F | No | Reg | 303 | 9 | 5 | 57,559 | 14,678 | Licensing | Driver Services |
| 00018027 | Driver Services Administrator | Saleh,Joan B | 11/30/1988 | F | No | Reg | 301 | 15 | 1 | 122,549 | 31,250 | Licensing | Driver Services |
| 00001900 | Interim Service Center Manager (DMV) | Ball,Jacinta P | 11/29/1999 | F | No | Reg | 301 | 11 | 1 | 63,861 | 16,285 | Licensing | Driver Services |
| 00013870 | Lead Legal Instrum. Exam (DMV) | Murphy,Jacquelyn Y | 3/23/1982 | F | No | Reg | 963 | 10 | 10 | 72,146 | 18,397 | Licensing | Driver Services |
| 00027262 | Lead Legal Instrum. Exam (DMV) | Diggs,Cheryl R | 6/4/1978 | F | No | Reg | 963 | 10 | 10 | 72,146 | 18,397 | Licensing | Driver Services |
| 00082410 | Lead Legal Instrum. Exam (DMV) | Anthony,Donna C | 7/30/1985 | F | No | Reg | 963 | 10 | 10 | 72,146 | 18,397 | Licensing | Driver Services |
| 00082446 | Lead Legal Instrum. Exam (DMV) | Browner,Denita A | 3/4/1985 | F | No | Reg | 963 | 10 | 10 | 72,146 | 18,397 | Licensing | Driver Services |
| 00001879 | Legal Instrument Examiner (DMV) | Ealy,Jacynta C | 6/26/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00003090 | Legal Instrument Examiner (DMV) | Casco,Salvador A | 4/19/1999 | F | No | Reg | 963 | 7 | 9 | 53,994 | 13,768 | Licensing | Driver Services |
| 00004406 | Legal Instrument Examiner (DMV) | Perkins,Joi | 3/23/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00006137 | Legal Instrument Examiner (DMV) | Tolliver,Cristella | 10/5/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00007680 | Legal Instrument Examiner (DMV) | Carter,Acquirra M | 10/2/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00010349 | Legal Instrument Examiner (DMV) | | | V | No | Reg | 963 | 7 | 1 | 42,250 | 10,774 | Licensing | Driver Services |

Department of Motor Vehicles Position List

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| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|---------------------|------------|-------------|-----------------------------|------------|------------|-------|------|--------|----------------|------------------------|------------------|
| 00011643 | Legal Instrument Examiner (DMV) | | | V | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00012681 | Legal Instrument Examiner (DMV) | Jackson,LeAndrea R | 8/27/2012 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00013993 | Legal Instrument Examiner (DMV) | Hall,Vonyee M c | 5/23/1988 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Licensing | Driver Services |
| 00014441 | Legal Instrument Examiner (DMV) | Streeter II,Lacy C | 10/1/1994 | F | No | Reg | 963 | 6 | 10 | 50,089 | 12,773 | Licensing | Driver Services |
| 00014498 | Legal Instrument Examiner (DMV) | Johnson,Linda | 1/11/1999 | F | No | Reg | 963 | 7 | 9 | 53,994 | 13,768 | Licensing | Driver Services |
| 00014629 | Legal Instrument Examiner (DMV) | Cruz,Joana | 9/8/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00015585 | Legal Instrument Examiner (DMV) | Semple,Shamika | 4/29/2002 | F | No | Reg | 963 | 8 | 7 | 55,267 | 14,093 | Licensing | Driver Services |
| 00016757 | Legal Instrument Examiner (DMV) | Moore,Mercy M | 6/21/1971 | F | No | Reg | 963 | 10 | 10 | 72,146 | 18,397 | Licensing | Driver Services |
| 00017047 | Legal Instrument Examiner (DMV) | Washington,Verlez M | 3/8/1999 | F | No | Reg | 963 | 7 | 8 | 52,526 | 13,394 | Licensing | Driver Services |
| 00017643 | Legal Instrument Examiner (DMV) | Covington,Dwayne E | 3/17/1986 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Licensing | Driver Services |
| 00017748 | Legal Instrument Examiner (DMV) | Deloatch,Yolanda A | 11/2/1992 | F | No | Reg | 963 | 9 | 9 | 64,079 | 16,340 | Licensing | Driver Services |
| 00017816 | Legal Instrument Examiner (DMV) | Powell,Kiina T | 6/26/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00017922 | Legal Instrument Examiner (DMV) | Butler,Shawnece | 12/12/2016 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00018074 | Legal Instrument Examiner (DMV) | Quarles,Kevin | 9/8/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00018444 | Legal Instrument Examiner (DMV) | Lee,Tracey M | 2/22/2005 | F | No | Reg | 963 | 8 | 7 | 55,267 | 14,093 | Licensing | Driver Services |
| 00018606 | Legal Instrument Examiner (DMV) | Shorter,Wanda M | 4/23/1987 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Licensing | Driver Services |
| 00018644 | Legal Instrument Examiner (DMV) | White,Ladonna M | 12/29/1987 | F | No | Reg | 963 | 9 | 9 | 64,079 | 16,340 | Licensing | Driver Services |
| 00019215 | Legal Instrument Examiner (DMV) | Jordan,Michael E | 3/3/2008 | F | No | Reg | 963 | 6 | 7 | 46,102 | 11,756 | Licensing | Driver Services |

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| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|-----------------------|------------|-------------|-----------------------------------|------------|------------|-------|------|--------|----------------|---------------------------|------------------|
| 00019653 | Legal Instrument Examiner (DMV) | Jackson,Timothy | 12/12/2016 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00020072 | Legal Instrument Examiner (DMV) | Barkley,Tomika | 10/5/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00021351 | Legal Instrument Examiner (DMV) | | | V | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00021938 | Legal Instrument Examiner (DMV) | Green,Natasha A | 5/27/2008 | F | No | Reg | 963 | 6 | 7 | 46,102 | 11,756 | Licensing | Driver Services |
| 00022023 | Legal Instrument Examiner (DMV) | Tillman,Barbette | 9/25/1989 | F | No | Reg | 963 | 8 | 10 | 59,701 | 15,224 | Licensing | Driver Services |
| 00022050 | Legal Instrument Examiner (DMV) | Kearney,Lawanda D | 4/10/2000 | F | No | Reg | 963 | 7 | 9 | 53,994 | 13,768 | Licensing | Driver Services |
| 00022231 | Legal Instrument Examiner (DMV) | Marshall,Kimmllyn R | 4/5/2000 | F | No | Reg | 963 | 7 | 9 | 53,994 | 13,768 | Licensing | Driver Services |
| 00022806 | Legal Instrument Examiner (DMV) | Holmes,Ursula S | 7/12/1982 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Licensing | Driver Services |
| 00023041 | Legal Instrument Examiner (DMV) | Walton,Johnice M | 1/25/1993 | F | No | Reg | 963 | 9 | 9 | 64,079 | 16,340 | Licensing | Driver Services |
| 00023271 | Legal Instrument Examiner (DMV) | McEachin,Tiana | 4/18/2016 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00023289 | Legal Instrument Examiner (DMV) | Bethea,Saundria C | 1/27/2002 | F | No | Reg | 963 | 8 | 8 | 56,745 | 14,470 | Licensing | Driver Services |
| 00023890 | Legal Instrument Examiner (DMV) | Allen,Victoria | 4/12/1999 | F | No | Reg | 963 | 9 | 7 | 60,819 | 15,509 | Licensing | Driver Services |
| 00024292 | Legal Instrument Examiner (DMV) | Yeung,Josiah M | 10/2/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00024989 | Legal Instrument Examiner (DMV) | Boothe,Georgia | 8/12/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00025874 | Legal Instrument Examiner (DMV) | Batie,Derrick | 1/5/1998 | F | No | Reg | 963 | 9 | 9 | 64,079 | 16,340 | Licensing | Driver Services |
| 00026417 | Legal Instrument Examiner (DMV) | Allen Robinson,Patria | 1/10/1984 | F | No | Reg | 963 | 7 | 10 | 55,462 | 14,143 | Licensing | Driver Services |
| 00026598 | Legal Instrument Examiner (DMV) | Prince,Dora Devonn | 4/18/2000 | F | No | Reg | 963 | 7 | 8 | 52,526 | 13,394 | Licensing | Driver Services |
| 00026652 | Legal Instrument Examiner (DMV) | Johnson,Nikita M | 5/27/2008 | F | No | Reg | 963 | 6 | 7 | 46,102 | 11,756 | Licensing | Driver Services |

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| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|--------------------|------------|-------------|-----------------------------|------------|------------|-------|------|--------|----------------|------------------------|------------------|
| 00026679 | Legal Instrument Examiner (DMV) | Lewis,Marcus | 6/26/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00027013 | Legal Instrument Examiner (DMV) | Blango,Chantise | 3/23/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00027344 | Legal Instrument Examiner (DMV) | West,Letitia M | 5/12/1997 | F | No | Reg | 963 | 8 | 10 | 59,701 | 15,224 | Licensing | Driver Services |
| 00027493 | Legal Instrument Examiner (DMV) | Griffin,Roderick T | 4/10/2000 | F | No | Reg | 963 | 7 | 9 | 53,994 | 13,768 | Licensing | Driver Services |
| 00031415 | Legal Instrument Examiner (DMV) | Jones,Gwendolyn T | 10/29/1981 | F | No | Reg | 963 | 7 | 10 | 55,462 | 14,143 | Licensing | Driver Services |
| 00031431 | Legal Instrument Examiner (DMV) | King,Maria | 8/25/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Licensing | Driver Services |
| 00031433 | Legal Instrument Examiner (DMV) | Carney,Malynda S | 10/16/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00031445 | Legal Instrument Examiner (DMV) | McCrae,Dorothy | 8/25/1989 | F | No | Reg | 963 | 7 | 10 | 55,462 | 14,143 | Licensing | Driver Services |
| 00031463 | Legal Instrument Examiner (DMV) | Davis, Tina | 5/16/2005 | F | No | Reg | 963 | 7 | 8 | 52,526 | 13,394 | Licensing | Driver Services |
| 00031466 | Legal Instrument Examiner (DMV) | Estrella, Eridania | 5/16/2005 | F | No | Reg | 963 | 7 | 8 | 52,526 | 13,394 | Licensing | Driver Services |
| 00031471 | Legal Instrument Examiner (DMV) | Lewis,Paula | 5/16/2005 | F | No | Reg | 963 | 7 | 8 | 52,526 | 13,394 | Licensing | Driver Services |
| 00031493 | Legal Instrument Examiner (DMV) | Parnell,Shirley L | 10/31/2005 | F | No | Reg | 963 | 7 | 7 | 51,058 | 13,020 | Licensing | Driver Services |
| 00033841 | Legal Instrument Examiner (DMV) | Royal,Elecia M | 10/16/2017 | F | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00034672 | Legal Instrument Examiner (DMV) | Hawkins,Mattie M | 1/11/1999 | F | No | Reg | 963 | 7 | 9 | 53,994 | 13,768 | Licensing | Driver Services |
| 00082421 | Legal Instrument Examiner (DMV) | Jackson,Ashonta | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00082423 | Legal Instrument Examiner (DMV) | Mathis,Regina Neka | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00082424 | Legal Instrument Examiner (DMV) | | | V | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00082425 | Legal Instrument Examiner (DMV) | Sledge,TeQuanda | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |

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| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|------------------------------|------------|-------------|-----------------------------|------------|------------|-------|------|--------|----------------|------------------------|------------------|
| 00082426 | Legal Instrument Examiner (DMV) | Williams,Shantrice Kapiolani | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00082427 | Legal Instrument Examiner (DMV) | Perry,Ja'nea | 12/15/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Licensing | Driver Services |
| 00082428 | Legal Instrument Examiner (DMV) | Bowles,Cynthia L | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00082429 | Legal Instrument Examiner (DMV) | Davis,Keara K. | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00082430 | Legal Instrument Examiner (DMV) | Douglass,Brandie Danielle | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Licensing | Driver Services |
| 00082431 | Legal Instrument Examiner (DMV) | Nunez,Maria E | 5/16/2016 | F | No | Term | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00082432 | Legal Instrument Examiner (DMV) | Dunstan,Thurman | 12/27/2016 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00082433 | Legal Instrument Examiner (DMV) | House,Inika A | 3/23/2015 | F | No | Term | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00082437 | Legal Instrument Examiner (DMV) | | | V | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |
| 00082440 | Legal Instrument Examiner (DMV) | Stinnett,Alexus S | 4/13/2015 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00082441 | Legal Instrument Examiner (DMV) | Spears,StarQuasha L | 8/10/2015 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00082442 | Legal Instrument Examiner (DMV) | Garnes,Quentin S. | 4/7/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Licensing | Driver Services |
| 00082443 | Legal Instrument Examiner (DMV) | Clements,Talayna | 12/27/2016 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Licensing | Driver Services |
| 00082444 | Legal Instrument Examiner (DMV) | Jabulani,Ousanas Belle | 4/21/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Licensing | Driver Services |
| 00082445 | Legal Instrument Examiner (DMV) | Anderson,Monica | 6/16/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Licensing | Driver Services |
| 00083201 | Legal Instrument Examiner (DMV) | Boyd,Cetavia | 10/5/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Licensing | Driver Services |
| 00083202 | Legal Instrument Examiner (DMV) | Gordon,Tyrina L | 11/22/1999 | F | No | Reg | 963 | 8 | 9 | 58,223 | 14,847 | Licensing | Driver Services |
| 00094152 | Legal Instrument Examiner (DMV) | | | V | No | Reg | 963 | 6 | 1 | 38,128 | 9,723 | Licensing | Driver Services |

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| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|--------------------------------|---------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|---------------------|
| 00082394 | Management Analyst | Miles,Marquis D | 11/18/2013 | F | No | Reg | 343 | 13 | 10 | 104,423 | 26,628 | Licensing | Driver Services |
| 00024603 | Service Center Manager (DMV) | | | V | No | Reg | 301 | 13 | 1 | 103,992 | 26,518 | Licensing | Driver Services |
| 00031426 | Service Center Manager (DMV) | Furr Jr.,Gregory J. | 7/29/2013 | F | No | Reg | 301 | 13 | 1 | 86,660 | 22,098 | Licensing | Driver Services |
| 00031441 | Service Center Manager (DMV) | Dyson,Calvin C | 12/14/2015 | F | No | Reg | 301 | 13 | 1 | 86,660 | 22,098 | Licensing | Driver Services |
| 00031496 | Service Center Manager (DMV) | Mcclan,Sheila D | 8/18/1980 | F | No | Reg | 301 | 13 | 1 | 94,181 | 24,016 | Licensing | Driver Services |
| 00042011 | Service Center Manager (DMV) | Cobb,Rakonda Jamese | 6/16/2014 | F | No | Reg | 301 | 13 | 1 | 86,660 | 22,098 | Licensing | Driver Services |
| 00013055 | Staff Assistant | Hampton,DeChelle C. | 12/3/2012 | F | No | Reg | 301 | 9 | 5 | 53,217 | 13,570 | Licensing | Driver Services |
| 00007261 | Supv Legal Instrument Examiner | Seon,Janae L | 1/11/2016 | F | No | Reg | 963 | 11 | 1 | 63,861 | 16,285 | Licensing | Driver Services |
| 00016071 | Supv Legal Instrument Examiner | Washington,Danielle | 1/9/2017 | F | No | Reg | 963 | 11 | 1 | 63,861 | 16,285 | Licensing | Driver Services |
| 00019291 | Supv Legal Instrument Examiner | Forbes,Tanya J | 2/20/2007 | F | No | Reg | 963 | 11 | 1 | 66,735 | 17,017 | Licensing | Driver Services |
| 00034679 | Supv Legal Instrument Examiner | Green, Eric | 1/22/2018 | F | No | Reg | 963 | 11 | 1 | 65,500 | 16,703 | Licensing | Driver Services |
| 00042131 | Supv Legal Instrument Examiner | Parker,Mary A | 10/10/1989 | F | No | Reg | 963 | 11 | 1 | 63,861 | 16,285 | Licensing | Driver Services |
| 00082409 | Supv Legal Instrument Examiner | Shephard,Shirley Y | 1/17/1989 | F | No | Reg | 963 | 11 | 1 | 70,357 | 17,941 | Licensing | Driver Services |
| 00031457 | Chief Information Officer | Vora,Amit | 3/22/2004 | F | No | Reg | 2210 | 16 | 1 | 143,569 | 36,610 | Information Technology | Technology Services |
| 00013695 | Info Tech Spec | Adams,Shawn G | 12/10/2007 | F | No | Reg | 2210 | 11 | 7 | 67,814 | 17,293 | Information Technology | Technology Services |
| 00022035 | Info Tech Spec | Thomas,Claude C | 2/20/2007 | F | No | Reg | 334 | 13 | 7 | 96,632 | 24,641 | Information Technology | Technology Services |
| 00031420 | Info Tech Spec | Golden, Leonard | 2/6/2006 | F | No | Reg | 334 | 13 | 9 | 101,826 | 25,966 | Information Technology | Technology Services |
| 00031454 | Info Tech Spec | Beegle,Jeremy S | 3/5/2007 | F | No | Reg | 2210 | 13 | 7 | 96,632 | 24,641 | Information Technology | Technology Services |
| 00032534 | Info Tech Spec | Aliaga,Juan C | 10/4/1999 | F | No | Reg | 2210 | 11 | 7 | 67,814 | 17,293 | Information Technology | Technology Services |

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| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|--------------------------------|-------------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|---------------------|
| 00020717 | Information Tech Spec Sys Adm | Whitley,Rickey M | 1/23/1989 | F | No | Reg | 2210 | 14 | 10 | 123,403 | 31,468 | Information Technology | Technology Services |
| 00082399 | IT Spec (Application Software) | Bryant,Darrell Keith | 6/16/2014 | F | No | Reg | 2210 | 11 | 4 | 62,333 | 15,895 | Information Technology | Technology Services |
| 00082402 | IT Spec (Application Software) | McAdams,Bobby E | 11/2/2015 | F | No | Reg | 2210 | 11 | 3 | 60,506 | 15,429 | Information Technology | Technology Services |
| 00088225 | IT Specialist (Appl Software) | | | V | No | Reg | 2210 | 15 | 1 | 122,563 | 31,254 | Information Technology | Technology Services |
| 00010091 | IT Specialist (CustSpt) | Jackson,Marcus Deangelo | 10/12/2010 | F | No | Reg | 2210 | 9 | 7 | 56,233 | 14,339 | Information Technology | Technology Services |
| 00031419 | Supervisory Information Techno | Bandla,Raja V r | 11/10/2003 | F | No | Reg | 2210 | 16 | 1 | 128,274 | 32,710 | Information Technology | Technology Services |
| 00004159 | Dispute Resolution Spec | Nyankale,Sipho M | 3/9/1998 | F | No | Reg | 1802 | 9 | 10 | 65,709 | 16,756 | Inspection | Vehicle Services |
| 00011518 | Dispute Resolution Spec | Kitt,Larry | 2/3/2000 | F | No | Reg | 1802 | 9 | 9 | 64,079 | 16,340 | Inspection | Vehicle Services |
| 00020533 | Equipment Repairer | Tate Jr.,Edward | 8/3/1998 | F | No | Reg | 4801 | 9 | 10 | 65,874 | 16,798 | Inspection | Vehicle Services |
| 00022713 | Equipment Repairer | Spencer,Patrick L | 11/2/1992 | F | No | Reg | 4801 | 9 | 10 | 65,874 | 16,798 | Inspection | Vehicle Services |
| 00010169 | Laborer | Lewis,Kevin | 10/6/2003 | F | No | Reg | 3502 | 4 | 6 | 44,013 | 11,223 | Inspection | Vehicle Services |
| 00022582 | Laborer | Dorsey,William | 3/8/1999 | F | No | Reg | 3502 | 4 | 10 | 49,171 | 12,539 | Inspection | Vehicle Services |
| 00010712 | Lead Motor Vehicle Inspector | | | V | No | Reg | 1802 | 9 | 1 | 51,039 | 13,015 | Inspection | Vehicle Services |
| 00016402 | Lead Motor Vehicle Inspector | Smith,Howard | 11/2/1992 | F | No | Reg | 1802 | 9 | 10 | 65,709 | 16,756 | Inspection | Vehicle Services |
| 00017082 | Lead Motor Vehicle Inspector | Smith,Anthony A | 2/29/1988 | F | No | Reg | 1802 | 9 | 10 | 65,709 | 16,756 | Inspection | Vehicle Services |
| 00019649 | Lead Motor Vehicle Inspector | Middleton Jr.,George | 7/1/2001 | F | No | Reg | 1802 | 9 | 8 | 62,449 | 15,924 | Inspection | Vehicle Services |
| 00021775 | Lead Motor Vehicle Inspector | Fuller,Kelvin | 5/22/1981 | F | No | Reg | 1802 | 9 | 10 | 65,709 | 16,756 | Inspection | Vehicle Services |
| 00022845 | Lead Motor Vehicle Inspector | Walker,Larry | 5/20/2002 | F | No | Reg | 1802 | 9 | 7 | 60,819 | 15,509 | Inspection | Vehicle Services |
| 00024729 | Lead Motor Vehicle Inspector | Jones Jr.,Herbert D | 12/21/1998 | F | No | Reg | 1802 | 9 | 9 | 64,079 | 16,340 | Inspection | Vehicle Services |
| 00026688 | Lead Motor Vehicle Inspector | Kartey,Maurice K | 4/13/1998 | F | No | Reg | 1802 | 9 | 8 | 62,449 | 15,924 | Inspection | Vehicle Services |
| 00005825 | Motor Vehicle Inspector | Holley,Demetric V | 3/1/1999 | F | No | Reg | 1802 | 8 | 10 | 59,701 | 15,224 | Inspection | Vehicle Services |
| 00009992 | Motor Vehicle Inspector | | | V | No | Reg | 1802 | 7 | 1 | 42,250 | 10,774 | Inspection | Vehicle Services |
| 00011221 | Motor Vehicle Inspector | Taylor,Reggie | 12/28/1998 | F | No | Reg | 1802 | 8 | 10 | 59,701 | 15,224 | Inspection | Vehicle Services |
| 00014081 | Motor Vehicle Inspector | Perry,Patrick | 3/21/2016 | F | No | Reg | 1802 | 6 | 1 | 38,128 | 9,723 | Inspection | Vehicle Services |
| 00016888 | Motor Vehicle Inspector | Riley,Eric | 4/3/2017 | F | No | Reg | 1802 | 6 | 1 | 38,128 | 9,723 | Inspection | Vehicle Services |
| 00017959 | Motor Vehicle Inspector | Rivers,Raymond M | 11/28/2005 | F | No | Reg | 1802 | 8 | 7 | 55,267 | 14,093 | Inspection | Vehicle Services |
| 00018657 | Motor Vehicle Inspector | Davis,John B | 4/7/2003 | F | No | Reg | 1802 | 6 | 8 | 47,431 | 12,095 | Inspection | Vehicle Services |
| 00019052 | Motor Vehicle Inspector | Filson,Elton D | 5/8/2000 | F | No | Reg | 1802 | 8 | 8 | 56,745 | 14,470 | Inspection | Vehicle Services |
| 00020246 | Motor Vehicle Inspector | Phillips,Thomas | 4/24/2000 | F | No | Reg | 1802 | 8 | 10 | 59,701 | 15,224 | Inspection | Vehicle Services |
| 00020845 | Motor Vehicle Inspector | James,Lauren | 9/5/2017 | F | No | Reg | 1802 | 6 | 1 | 38,128 | 9,723 | Inspection | Vehicle Services |

Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|---------------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|---------------------------------|------------------|
| 00022052 | Motor Vehicle Inspector | Wood,Jeremairh | 4/3/2017 | F | No | Reg | 1802 | 6 | 1 | 38,128 | 9,723 | Inspection | Vehicle Services |
| 00023192 | Motor Vehicle Inspector | Douglas,Shahn M | 6/30/2003 | F | No | Reg | 1802 | 7 | 8 | 52,526 | 13,394 | Inspection | Vehicle Services |
| 00025117 | Motor Vehicle Inspector | Mills,Sean F | 4/21/2014 | F | No | Reg | 1802 | 6 | 4 | 42,115 | 10,739 | Inspection | Vehicle Services |
| 00025228 | Motor Vehicle Inspector | Lee,Rashad | 3/21/2016 | F | No | Reg | 1802 | 6 | 2 | 39,457 | 10,062 | Inspection | Vehicle Services |
| 00025303 | Motor Vehicle Inspector | Starks,Sheila L | 3/1/1999 | F | No | Reg | 1802 | 8 | 9 | 58,223 | 14,847 | Inspection | Vehicle Services |
| 00027368 | Motor Vehicle Inspector | Cruz,Nathaniel | 3/21/2016 | F | No | Reg | 1802 | 6 | 2 | 39,457 | 10,062 | Inspection | Vehicle Services |
| 00027411 | Motor Vehicle Inspector | Jordan,Juwan A | 4/3/2017 | F | No | Reg | 1802 | 6 | 1 | 38,128 | 9,723 | Inspection | Vehicle Services |
| 00031416 | Motor Vehicle Inspector | Young,Dwayne | 11/28/2005 | F | No | Reg | 1802 | 7 | 7 | 51,058 | 13,020 | Inspection | Vehicle Services |
| 00031418 | Motor Vehicle Inspector | Norris,Franklin T | 11/28/2005 | F | No | Reg | 1802 | 8 | 7 | 55,267 | 14,093 | Inspection | Vehicle Services |
| 00031475 | Motor Vehicle Inspector | Agnew,Vinson E | 4/3/2017 | F | No | Reg | 1802 | 6 | 1 | 38,128 | 9,723 | Inspection | Vehicle Services |
| 00035305 | Service Center Manager (DMV) | Simpson,Gregory M | 8/12/2002 | F | No | Reg | 301 | 13 | 1 | 90,126 | 22,982 | Inspection | Vehicle Services |
| 00009113 | Supv Motor Vehicle Inspector | Orjisson,Horniman C | 3/30/1998 | F | No | Reg | 1802 | 11 | 1 | 65,937 | 16,814 | Inspection | Vehicle Services |
| 00021605 | Supv Motor Vehicle Inspector | Best,Tyronica T | 12/7/1998 | F | No | Reg | 1802 | 11 | 1 | 63,861 | 16,285 | Inspection | Vehicle Services |
| 00012435 | IRP Program Coordinator | Speller,Elaine | 8/13/2001 | F | No | Reg | 301 | 13 | 10 | 104,423 | 26,628 | International Registration Prog | Vehicle Services |
| 00031414 | Lead Legal Instrum. Exam (DMV) | Johnson-Britton, Lachelle | 5/16/2005 | F | No | Reg | 963 | 10 | 4 | 61,376 | 15,651 | Registration | Vehicle Services |
| 00003145 | Legal Instrument Examiner (DMV) | Givens,Leah L | 4/23/1990 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Registration | Vehicle Services |
| 00014833 | Legal Instrument Examiner (DMV) | Magruder,Tychia N | 5/16/2005 | F | No | Reg | 963 | 8 | 7 | 55,267 | 14,093 | Registration | Vehicle Services |
| 00016154 | Legal Instrument Examiner (DMV) | Stewart,Arthur L | 3/3/2008 | F | No | Reg | 963 | 6 | 7 | 46,102 | 11,756 | Registration | Vehicle Services |
| 00016312 | Legal Instrument Examiner (DMV) | Washington,Rickie J | 6/21/1999 | F | No | Reg | 963 | 7 | 10 | 55,462 | 14,143 | Registration | Vehicle Services |
| 00018251 | Legal Instrument Examiner (DMV) | Holliway,Lakesha | 8/25/2003 | F | No | Reg | 963 | 7 | 8 | 52,526 | 13,394 | Registration | Vehicle Services |
| 00018588 | Legal Instrument Examiner (DMV) | Nickens, Lakisha | 5/16/2005 | F | No | Reg | 963 | 7 | 8 | 52,526 | 13,394 | Registration | Vehicle Services |
| 00018957 | Legal Instrument Examiner (DMV) | Akinrinola, Kayode | 6/2/2003 | F | No | Reg | 963 | 7 | 8 | 56,745 | 14,470 | Registration | Vehicle Services |
| 00026571 | Legal Instrument Examiner (DMV) | Gibson,Maria A | 1/25/1993 | F | No | Reg | 963 | 9 | 10 | 65,709 | 16,756 | Registration | Vehicle Services |
| 00031443 | Legal Instrument Examiner (DMV) | Nowlin,Teairra | 12/12/2016 | F | No | Reg | 963 | 6 | 2 | 39,457 | 10,062 | Registration | Vehicle Services |

Department of Motor Vehicles Position List

As of January 31, 2018

| Pos # | Position Title | Employee Name | Hire Date | Vacy Status | Federal/ Local Law to Fill? | Job Status | Job Series | Grade | Step | Salary | Fringe Benefit | Sub-Division/ Activity | Program/Division |
|----------|---------------------------------|----------------------------|------------|-------------|-----------------------------|------------|------------|-------|------|---------|----------------|------------------------|------------------|
| 00031452 | Legal Instrument Examiner (DMV) | Rivas,Dana | 9/8/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Registration | Vehicle Services |
| 00031462 | Legal Instrument Examiner (DMV) | Dixon,Marcel B | 10/31/2005 | F | No | Reg | 963 | 7 | 7 | 51,058 | 13,020 | Registration | Vehicle Services |
| 00042132 | Legal Instrument Examiner (DMV) | Crump,Salena | 9/8/2015 | F | No | Reg | 963 | 6 | 3 | 40,786 | 10,400 | Registration | Vehicle Services |
| 00082422 | Legal Instrument Examiner (DMV) | Johnson-McGill,Alisa Diane | 12/16/2013 | F | No | Reg | 963 | 6 | 5 | 43,444 | 11,078 | Registration | Vehicle Services |
| 00082435 | Legal Instrument Examiner (DMV) | Oxendine,Valerie L. | 3/24/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Registration | Vehicle Services |
| 00082436 | Legal Instrument Examiner (DMV) | Bempah, Jacqueline | 3/24/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Registration | Vehicle Services |
| 00082438 | Legal Instrument Examiner (DMV) | Whitaker,Kia P. | 3/24/2014 | F | No | Reg | 963 | 6 | 4 | 42,115 | 10,739 | Registration | Vehicle Services |
| 00020167 | Management Analyst | Dina, Christopher | 6/8/2009 | F | No | Reg | 343 | 13 | 6 | 94,035 | 23,979 | Registration | Vehicle Services |
| 00082408 | Service Center Manager (DMV) | Toussaint,Fabien O | 4/21/2014 | F | No | Reg | 301 | 13 | 1 | 86,660 | 22,098 | Registration | Vehicle Services |
| 00016184 | Supv Legal Instrument Examiner | Anderson-Snipe,Brigid | 5/20/2013 | F | No | Reg | 963 | 11 | 1 | 63,861 | 16,285 | Registration | Vehicle Services |
| 00031481 | Vehicle Services Administrator | Fountain,Darnell | 2/20/2007 | F | No | Reg | 301 | 15 | 1 | 110,621 | 28,208 | Registration | Vehicle Services |

FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

Mission

The mission of DMV is to promote the safe operation of motor vehicles and public safety while providing outstanding customer service.

Summary of Services

The DMV provides service to approximately 600,000 licensed drivers and identification card holders (out of a population of more than 650,000) and 300,000 registered vehicles at four service centers. We conduct adjudication services and collect ticket payments for 2.5 million tickets each year. We also conduct 200,000 annual vehicle inspections. Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance expectations are listed by functional division.

FY17 Top Accomplishments

| Accomplishment | Impact on Agency | Impact on Residents |
|---|--|--|
| In January 2017, DC DMV became the first jurisdiction in the nation to print vehicle recall information on the inspection report as another reminder for residents to take their vehicle to the manufacturer for needed repairs. Also, partnered with Honda to conduct the vehicle emission inspection and provide the Takata air bag replacement service for residents using special Monday hours. | This accomplishment gave DMV an opportunity to support its mission as a public safety agency. | This accomplishment encouraged road safety by providing an additional reminder to residents to get critical, needed vehicle repairs. |
| On June 27, 2017, DC DMV issued the nation's first gender neutral identifier (X) on a DMV credential. In FY17, 63 residents have opted for the new identifier. | This accomplishment supported DC DMV's vision to be a leader in innovation. | This accomplishment contributes to the safety of the LGBTQ community and provides gender options for all District residents. |
| DC DMV partnered with the Department of General Services to successfully relocate Adjudication Services from 301 C Street, NW to 955 L'Enfant Plaza, SW on February 13, 2017. | The move increased employee satisfaction by providing a better, safer and healthier working environment. | The move increased customer satisfaction by providing a customized state-of-the-art facility. |

2017 Strategic Objectives

| Objective Number | Strategic Objective |
|------------------|--|
| 1 | Make it easier, faster and friendlier to do business with DMV. |
| 2 | Ensure a skilled and diverse workforce for quality customer service. |
| 3 | Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. |
| 4 | Create and maintain a highly efficient, transparent and responsive District government.** |

| Measure | Freq | Target | Q1 | Q2 | Q3 | Q4 | FY 2017 | KPI Status | Explanation |
|--|-----------|--------|-------|-------|-------|-------|---------|------------|---|
| 1 - Make it easier, faster and friendlier to do business with DMV. (5 Measures) | | | | | | | | | |
| Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request | Quarterly | 80% | 39.8% | 35% | 26.9% | 19.7% | 31.1% | Unmet | The mail adjudication KPI for parking and moving violations was not met due to staffing vacancies, the increase in photo enforcement ticket issuance and the inability to work overtime to address the backlog. |
| Percent of mail adjudication hearings for photo violations completed within 150 days of request | Quarterly | 75% | 48.6% | 28.9% | 12.1% | 11% | 24.1% | Unmet | The mail adjudication KPI for photo violations was not met due to staffing vacancies, the increase in photo enforcement ticket issuance and the inability to work overtime to address the backlog. |
| Average adjudication customer wait time in minutes | Quarterly | 20 | 11 | 8 | 7 | 11 | 9.25 | Met | |
| Average service center customer wait time in minutes | Quarterly | 30 | 31 | 30 | 25 | 21 | 26.75 | Met | |
| Average cost per license/ID issued | Quarterly | 39.39 | 39.39 | 39.39 | 39.39 | 39.39 | 39.39 | Met | |
| 2 - Ensure a skilled and diverse workforce for quality customer service. (4 Measures) | | | | | | | | | |
| Percent of customers rating Adjudication Services as satisfactory or better | Quarterly | 88% | 100% | 83.3% | 97.9% | 94.7% | 96.5% | Met | |
| Percent of customers rating Vehicle Services as satisfactory or better | Quarterly | 90% | 94.7% | 94.7% | 94.7% | 93.3% | 94.3% | Met | |
| Percent of customers rating Driver Services as satisfactory or better | Quarterly | 85% | 88.1% | 91.2% | 90.7% | 90.8% | 90% | Met | |
| Percent of customers rating overall DMV service as satisfactory or better | Quarterly | 85% | 88% | 91.5% | 91.3% | 91.1% | 90.3% | Met | |
| 3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (4 Measures) | | | | | | | | | |
| Percent usage of main online driver/vehicle services transactions | Quarterly | 60% | 58.6% | 59.2% | 63.4% | 66.9% | 62.1% | Met | |
| Percent of registrations renewed online | Quarterly | 67% | 73.3% | 74.9% | 75.2% | 77.6% | 75.3% | Met | |
| Percent of licenses renewed online | Quarterly | 0% | 9.1% | 10.5% | 12.2% | 15.3% | 11.4% | Met | |

| | | | | | | | | | |
|--|-----------|-----|-------|-------|-------|-------|-------|-----|--|
| Percent of ID cards renewed online | Quarterly | 0% | 1.2% | 2.1% | 2.7% | 3.7% | 2.5% | Met | |
| 4 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure) | | | | | | | | | |
| Percent of correspondence addressed within citywide standard of 15 days | Quarterly | 95% | 93.9% | 94.1% | 96.4% | 97.2% | 95.4% | Met | |

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2017 Workload Measures

| Measure | Freq | Q1 | Q2 | Q3 | Q4 | FY 2017 |
|--|-----------|----------------|----------------|----------------|----------------|---------|
| 1 - Adjudicate parking, moving and photo enforcement tickets (9 Measures) | | | | | | |
| Number of parking tickets adjudicated | Quarterly | 43152 | 50337 | 58917 | 47461 | 199867 |
| Percent of parking tickets adjudicated | Quarterly | 13.5% | 16.4% | 15.4% | 13.6% | 14.7% |
| Percent of adjudicated parking tickets dismissed | Quarterly | 54.5% | 58.4% | 56.5% | 65.3% | 58.7% |
| Number of photo tickets adjudicated | Quarterly | 25804 | 17216 | 24704 | 37012 | 104736 |
| Percent of photo tickets adjudicated | Quarterly | 11% | 5.6% | 7.6% | 10.8% | 8.7% |
| Percent of adjudicated photo tickets dismissed | Quarterly | 22.6% | 23% | 31.2% | 27.9% | 26.6% |
| Number of moving tickets adjudicated | Quarterly | 7244 | 9869 | 7659 | 4760 | 29532 |
| Percent of moving tickets adjudicated | Quarterly | 60.1% | 93.3% | 47.6% | 27.9% | 53% |
| Percent of adjudicated moving tickets dismissed | Quarterly | 82.2% | 83.7% | 84.7% | 59.6% | 79.7% |
| 1 - Inspect vehicles for emissions and safety (1 Measure) | | | | | | |
| Number of vehicle inspections | Quarterly | 42946 | 42887 | 46379 | 46624 | 178836 |
| 1 - Issue driver licenses and identification cards (2 Measures) | | | | | | |
| Number of driver licenses issued | Quarterly | 34428 | 35554 | 34419 | 35186 | 139587 |
| Number of identification cards issued | Quarterly | 10017 | 11200 | 11077 | 11419 | 43713 |
| 1 - Title and register vehicles (1 Measure) | | | | | | |
| Number of vehicle registrations issued | Quarterly | 62375 | 62220 | 67994 | 67989 | 260578 |
| 2 - Provide annual employee customer service training (1 Measure) | | | | | | |
| Percent of employees attending annual customer service training | Annually | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 97 |
| 2 - Provide customer service training (1 Measure) | | | | | | |
| Percent of employees trained on customer service | Annually | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 97 |
| 3 - New licensing and registration system (1 Measure) | | | | | | |

| | | | | | | |
|---|----------|----------------|----------------|----------------|----------------|---|
| Cost of new licensing/registration system | Annually | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 0 |
| 3 - New Ticket Processing System (1 Measure) | | | | | | |
| Cost of new ticket processing system | Annually | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 0 |

2017 Strategic Initiatives

| Title | Description | Complete to Date | Status Update | Explanation |
|---|--|------------------|--|---|
| HEARINGS (1 Strategic Initiative) | | | | |
| Elimination of Non-Driver Suspensions/Revocations | Many resources, including DMV personnel and law enforcement, are used to process and manage driver license suspensions/revocations. Therefore, DMV will conduct a study to determine the feasibility and impact of elimination non-driver related suspensions/revocations. Furthermore, the elimination of non-driver related suspensions/revocations will allow more residents to maintain a valid driver license which may be necessary for them to work and provide for their families. | Complete | The initiative was completed. The study recommended that drug related convictions not result in license revocations. The Mayor submitted legislation in January 2017 in support of this finding. Convictions related to delinquent child support payments are federal law and must continue to result in license revocations. Judgments, usually related to insurance, require further review. | |
| INFORMATION TECHNOLOGY (2 Strategic initiatives) | | | | |
| Evaluate bids for ticket processing system | DMV will submit Requests for Proposals (RFP) and evaluated bids for FY2017. A new ticket processing system is necessary to allow the District to process moving, parking and photo tickets that are issued by providing a means for customers to contest or pay the tickets | 75-99% | The RFP for the ticket processing system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the Attorney General. It is anticipated the RFP will be put out to bid the first quarter of FY18. | The RFP for the ticket processing system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the Attorney General. It is anticipated the RFP will be put out to bid the first quarter of FY18. |
| Evaluate bids for licensing and registration system | DMV will submit Requests for Proposals (RFP) and evaluated bids for FY2017. A new licensing/registration system is necessary to allow residents to obtain and renew licenses/IDs and title and register vehicles." | 75-99% | The RFP for the licensing/registration system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the Attorney General. It is anticipated the RFP will be put out to bid the | The RFP for the licensing/registration system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the |

| | | | | |
|--|--|----------|--|---|
| | | | first quarter of FY18. | Attorney General. It is anticipated the RFP will be put out to bid the first quarter of FY18. |
| INSPECTIONS (2 Strategic initiatives) | | | | |
| Synchronized Vehicle Inspection/Registration | Currently, DMV's vehicle inspection and registration expiration dates do not fall on the same day. This often leads to customer confusion. Therefore, DMV will study the feasibility, especially related to a mandatory two year inspection and one or two year registration, of synchronizing the inspection and registration date so they fall on the same date. The study will also review the elimination of the twenty day fail inspection sticker. | Complete | The study supported a recommendation to synchronize the inspection and registration dates. However, the study acknowledge the synchronization may be cost prohibited to a large percent of the District's population due to the requiring residents to purchase a two year vehicle registration versus the optional one year registration. | |
| Self-Service Inspection Kiosk | The FY17 budget contains funds for DMV to develop and install one self-service OBD emission kiosk as a pilot initiative. The kiosk will allow residents with model year vehicles 1997 and later to conduct drive by on-board diagnostic (OBD) inspections at a location other than the Inspection Station. This allows for customer flexibility and increased satisfaction. | 75-99% | Although the OBD kiosk was received from the vendor and tested prior to September 30, 2017, it was not installed for customer use. This was due to the requirement to brief the community and ANCs about the kiosk prior to installation. | Although the OBD kiosk was received from the vendor and tested prior to September 30, 2017, it was not installed for customer use. This was due to the requirement to brief the community and ANCs about the kiosk prior to installation. |
| LICENSING (6 Strategic initiatives) | | | | |
| Personally Identifiable Information (PII) Encrypted Emails | To ensure increased security of customer's personally identifiable information (PII), DMV will implement email encryption for all outgoing emails which include PII. This initiative supports requirements outlined by the Office of the Chief Technology Officer as it relates to computer security. We will also update our website to communicate encryption requirements and alternative forms of communication to the public. | Complete | This initiative is complete. | |
| DCPS Lottery Application Integration | To streamline the DCPS school lottery application for the 2017-2018 school year, as it relates to residency, DMV will integrate our system with DCPS' system to verify and confirm residency. Although residency fraud is possible throughout city applications, layered | Complete | DCPS will coordinate with OCTO to utilize DC CAS residency data. | |

| | | | | |
|---------------------------|---|----------|---|--|
| | approaches of verification reduce potential fraud. | | | |
| Gender Neutral Identifier | In support of the LGBTQ community, and their safety, DMV will create the option for the use of a gender neutral identifier on DC DMV credentials. This initiative will expand upon our current Gender Designation form. | Complete | This initiative has been completed. | |
| Online Driver Education | In 2016, the DC Council passes legislation requiring DMV to explore the feasibility of low to no cost driver education. Therefore, DMV will explore the feasibility of creating and offering mandatory online, classroom driver education for first time drivers. The study will determine the effectiveness and potential costs of such courses. | Complete | The study supported the feasibility of offering low-cost online driver education for the knowledge part of driver education. However, there is still an issue with the cost for the on-the-road part of driver education. | |
| Create digital ID pilot | In keeping with increased technology needs, DC DMV will join several other jurisdictions in the creation of a digital identification pilot. The pilot will consist of the policies, processes and structure for creating and using a digital identification card. The pilot will enable the agency to tweak technology requirements, obtain customer feedback and determine the feasibility of full implementation. | Complete | The pilot program for this initiative was completed. The next phase of the project will be to determine how to move forward on a wider scale. | |
| Online Medical Reporting | In FY16, DMV explored the feasibility of allowing physicians to submit medical eye and physical reports online. Based on the exploration, DMV will implement an online module that will provide physicians an electronic option for submitting the reports. Online submissions are streamlined and prevent in-person visits. | Complete | This initiative allows medical practitioners the ability to submit the medical eye and physical report online directly from their offices to streamline the process. | |

REGISTRATIONS (5 Strategic initiatives)

| | | | | |
|------------------------------|---|----------|--|--|
| Low Tag Expiration Extension | Currently, low tags (i.e., 1-1250 tags which are issued by the Mayor and Council) expire each year on March 30th. Since the majority of low tags are issued for the duration of the Mayor or Councilmember's term, this one year expiration results in DMV efficiencies and customer inconveniences. Therefore, DMV will extend low tags from one to two years. | Complete | DMV notified the Mayor's office and Council that 2017 low tag issuance would be two years, instead of one. | |
| Online Salvage Title Log | Currently, customers with salvage titles must submit their titles to DMV for law enforcement to conduct a salvage and auto theft inspection. Since the time period can vary, the customer often must make an in-person DMV visit to determine if their title has been returned and is approved for titling and registration. DMV will create an online salvage title log transaction which allows customers to check the status of their request. | Complete | This initiative was completed on June 27, 2017. | |

| | | | | |
|--|--|----------|---|--|
| Elimination of H and L Tags | Currently, for hire vehicles are issued H (i.e., taxi) or L (i.e., limo) tags. Since there is no necessary requirement of issuing these specific tags, other than past practice, DMV will study the feasibility of eliminating these tags and issuing regular passenger tags to streamline DMV operations and increase customer service. | Complete | The study supported the recommendation to eliminate H and L tags and provide these vehicles with regular tags due to the ability for customers to identify DC taxis by their standard color scheme and dome lights. | |
| IRP Fee Enhancements | Due to the implementation of Full Reciprocity Plan (FRP) for the International Registration Program (IRP), it is necessary for DMV to review the IRP fee schedule to defray the costs of enforcement and expanded operations in the District. Enhancements includes increase IRP weight fees for heavy commercial vehicles, implementation of a bus fee schedule for charter buses, adding a separate administration fee to trip permits and implementing non-apportionable vehicle safety fee for non-DC registrants. | Complete | Although the study did show the revenue shortfall associated with the implementation of the FRP, options to implement other IRP related enhancements to make up for the shortfall were not feasible. | |
| Mail/Online Titling/Registration Process | Currently, when a resident purchases a new vehicle, either the dealer submits the paperwork for the resident or the resident must make an in-person visit to DMV. To further streamline the process and provide increased service options, DMV will explore the feasibility of allowing residents to use a combination mail/online transaction to complete the process. | Complete | The study supported a recommendation of implementing a by mail (using certified or expedited mail) option, similar to the current dealer process, for titling and registering vehicles for residents. It was determined online options are not feasible at this time. Therefore, online options will be explored when a new registration system is implemented. | |

Department of Motor Vehicles FY2017 - FY2018

Major Contracts

| Vendor | Contract Name/Number | Contract Description | Contract or BPA | Contract Value | FY18 Current Budget | FY18 Actual Spent (thru Jan 31, 2018) | Contract Start Date | Contract End Date | Number of Option Years | Solicitation Method | Contract Monitor | Contract Status (New/Existing) | Funding Source |
|------------------------------------|--|---|---------------------|-----------------|---------------------|---------------------------------------|---------------------|-------------------|------------------------|---------------------|------------------|--------------------------------|----------------|
| Proforma | Registration Window Decals CW30740 | Registration Window Decals | Contract | \$1,470,000.00 | \$283,500.00 | \$285,081.00 | Aug-14 | Aug-19 | Base + 4 | Competitive | Jamie Edwards | Existing | Local/SPR |
| Moore Wallace | Printing of Parking Tickets DCPO-2012-C-0394 | Ticket Printing | Contract | \$692,840.05 | \$200,000.00 | \$0.00 | Feb-12 | Sep-17 | Base + 4 | Competitive | Karen Tate | Existing | Local |
| Moore Wallace | Printing of Parking Tickets CW58219 | Ticket Printing | Contract | \$110,896.27 | \$200,000.00 | \$70,000.00 | Jan-18 | Sep-24 | Base + 4 | Competitive | Karen Tate | New | Local |
| Conduent State and Local Solutions | IRP/ PRISM Support CW34552 | IRP/ PRISM Support | Contract | \$1,117,312.32 | \$238,224.00 | \$159,000.00 | Feb-15 | Sep-19 | Base + 4 | Competitive | Elaine Speller | Existing | SPR |
| Conduent State and Local Solutions | Ticket Processing POKV-2006-C-0064 | Ticket Processing | Contract/ Extension | \$10,237,666.00 | \$10,237,666.00 | \$5,194,248.00 | Jan-17 | Mar-18 | N/A | Sole Source | Karen Tate | Existing | Local |
| Marquis ID Systems/Gemalto | DMV Camera CW20205 | DMV Camera | Contract | \$11,394,500.00 | \$1,032,680.00 | \$663,152.00 | Apr-13 | Apr-20 | Base + 6 | Competitive | Amit Vora | Existing | SPR |
| Ross Professional Services | Imaging Services CW24713 | Document Imaging | Contract | \$334,859.00 | \$328,328.00 | \$0.00 | Oct-13 | Sep-18 | Base + 4 | Competitive | Amit Vora | Existing | SPR |
| Revecorps | Inspection Station Project Management CW26018 | Inspection Station Support | Contract | \$890,000.00 | \$182,000.00 | \$186,000.00 | Oct-13 | Dec-18 | Base + 4 | Competitive | Christopher Dina | Existing | SPR |
| MV Solutions, Inc. | Insurance Verification System CW31261 | Insurance Verification System | Contract | \$1,500,000.00 | \$300,000.00 | \$300,000.00 | Oct-14 | Sep-19 | Base + 4 | Competitive | Amit Vora | Existing | SPR |
| Opus | Inspection Station Consolidated Services CW35558 | Annual Maintenance | Contract | \$2,775,409.00 | \$485,000.00 | \$549,250.00 | Sep-15 | Sep-20 | Base + 4 | Competitive | Christopher Dina | Existing | Local/SPR |
| Unicore | DMV Digitized License Plates | Tags | Contract/MOU | \$3,331,125.00 | \$670,700.00 | \$1,215.35 | Feb-14 | Feb-19 | Base + 4 | Sole Source | Jamie Edwards | Existing | SPR |
| National Mailing Systems | DMV Mailroom Equipment CW26120 | Mailing Equipment (Folder/insert), postage meter, opener/arrival system | Contract | \$163,087.00 | \$38,000.00 | \$0.00 | Dec-13 | Sep-18 | Base + 4 | Competitive | Jamie Edwards | Existing | Local |