

**FY16/17 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. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

**Response:** See attached DMV FY17 Organizational Chart and information below outlining DMV divisions/programs.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
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.
Vehicle Services	Registrations	Provides legal certification services and documentation of vehicle ownership and authority to operate.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
Vehicle Services	Registrations - Out of State Vehicles	Provides registration services for “for hire” vehicles whose owner is based outside of the District.
Vehicle Services	International Registration Program	Provides for administration of the District of Columbia’s participation in the U.S. based plan, which allows for the distribution of registration fees for commercial motor vehicles traveling inter-jurisdictionally through member states and provinces. Registered fleets include vehicles greater than 26,000 pounds, traveling in more than one jurisdiction.
Driver Services	N/A	Provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so they may legally operate their vehicles.
Driver Services	Licensing	Provides driver certification and identification services to residents to ensure that they have the proper credentials to reflect identity, residence, and driving qualifications.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicle databases and service functions.
Technology Services	Ticket Information System	Provides for the operation of the adjudication ticket processing database and system.
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.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
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.
Agency Management	Legal Services	Provides legal counsel to the agency as it relates to DMV regulations and legislation.
Agency Management	Language Access Act	Provides language interpretation and translation services.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory, risk and integrity management and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services, 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 positions.

**Response:** See attached DMV FY2017 Position List

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

**Response:** No

2. Please list each **new program** implemented by the agency during FY 2016. 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

## **FY16 Department of Motor Vehicles Initiatives**

### **Initiative 1: Create online request for Limited Occupational License request.**

**Description:** By January 2016, DC DMV will create an online transaction for residents to submit a Limited Occupational License request online. This online transaction will ensure requests are properly routed in a timely manner to a hearing examiner for review and action.

**Status Update:** Limited occupational license requests are available online for customers. The funding was \$0.00 due to the use of existing software.

### **Initiative 2: Open Benning Ridge Service Center as replacement for Penn Branch location.**

**Description:** To better serve the citizens of the District, DMV will partner with the Department of General Services (DGS) to relocate the Penn Branch Service Center. This initiative will increase both employee and customer satisfaction and will provide additional capacity to process a steadily increasing District population and undocumented residents. The facility will open in February 2016.

**Status Update:** The Benning Ridge service center opened on March 1, 2016. The funding was already in DMV and DGS' operational budgets for operating Penn Branch.

### **Initiative 3: Create DC DMV certified driver record online transaction.**

**Description:** By February 2016, DC DMV will create an online transaction for customers to request a certified driver record online. Currently, customers can only request a non-certified driver record online. However, certified records are often needed for employment purposes; therefore, this transaction will improve customer service.

**Status Update:** This initiative was completed February 2016. Funding was absorbed by our existing OCTO programmers.

### **Initiative 4: Create mobile ID unit for disabled residents.**

**Description:** By February 2016, DC DMV will create the ability to provide identification services to disabled residents unable to make an in-person visit to a DMV service center.

**Status Update:** This initiative was completed on schedule. DMV staff travel to those customers who, due to a disability, cannot make an in-person visit to the DMV for an ID card. Funding was \$1,000 for equipment.

**Initiative 5: Develop ability for customers to print copy of parking ticket online.**

**Description:** Customers often contact DC DMV for copies of parking tickets that were misplaced. Therefore, by March 2016, DC DMV will develop the ability for customers to print a copy of a parking ticket online.

**Status Update:** Customers can print a copy of their ticket from the DMV website. The funding was absorbed by our existing ticket processing contract.

**Initiative 6: Expand HIV testing to second DMV service center location.**

**Description:** DC DMV, the Family and Medical Counseling Service (FMCS) and the Department of Health will continue to support the Administration's bold goal of 90-90-90-50 by the year 2020: meaning 90% of DC residents with HIV will know their status, 90% of persons living with HIV will be in treatment, 90% of persons with HIV will achieve viral load suppression, and the District will see a 50% decrease in new HIV cases. To support the goal of 90% of residents knowing their HIV status, we will expand free HIV testing to a second DMV Service Center location no later than March 2016. Since providing HIV testing at our Penn Branch location in October 2010, over 25,000 residents have been tested.

**Status Update:** The HIV testing is now being offered at the Benning Ridge service center. The funding was absorbed by FMCS.

**Initiative 7: Provide weekly employee training, coaching and recognition.**

**Description:** Currently, there is no time during the day or week in which management can provide the necessary training, coaching and recognition to employees to ensure customers are provided with accurate and consistent information to deliver service excellence. This is especially relevant for communicating policy changes and reiterating agency procedures. Therefore, by March 2016, one day each week, DC DMV will open an hour later to customers to provide the necessary time for employee development. This concept is already in place at the Department of Consumer and Regulatory Affairs and at several other motor vehicle agencies.

**Status Update:** Employees started weekly training, every Wednesday morning, on March 30, 2016. The funding was \$0.0.

**Initiative 8: Create online estimate for DMV titling/registration fee calculation.**

**Description:** By April 2016, DC DMV will create an online transaction for residents to calculate their titling and registration fees prior to visiting a DMV Service Center. This online calculation will ensure customers are aware of their fees prior to their in-person visit.

**Status Update:** By April 2016, the online estimate for DMV titling/registration fee calculation was rolled out. Funding was absorbed by our existing OCTO programmers.

#### **Initiative 9: Refresh the six-digit license plates to improve readability.**

**Description:** The District's existing 4,800 six-digit license plates are faded due to significant wear and tear. This fading greatly diminishes law enforcement's ability to properly identify tag numbers. To resolve this issue, by April 2016, DC DMV will reissue these tags to the current customers.

**Status Update:** DC DMV replaced six-digit license plates for more than 1,700 residents. Funding was approximately \$7,000 in employee overtime and license plates.

#### **Initiative 10: Create DC DMV online no-fee 5 day registration transaction.**

**Description:** By September 2016, DC DMV will create an online, no-fee 5 day registration transaction for residents who need to take vehicles through inspection prior to registration. This transaction, which currently can only be conducted in person, will improve customer service and reduce customer volume.

**Status Update:** This initiative was implemented prior to June 30, 2016. Funding was absorbed by our existing OCTO programmers.

#### **Initiative 11: Implement DC DMV Human Trafficking Program.**

**Description:** Sex trafficking in the District has been on a steady rise, with its value placed at \$103 million in 2007 and 62 confirmed cases in DC in 2014. Motor vehicle agencies have been identified as a key component in the trafficking industry as individuals receive credentials to function. To assist in eliminating human trafficking, which may lead to other criminal activity, prior to July 2016, DC DMV will join the DC Human Trafficking Task Force, train employees in identifying human trafficking victims, require parental consent for minors to obtain an identification card and distribute human trafficking information to truckers and those with commercial driver licenses.

**Status Update:** This initiative was completed on July 31, 2016. DMV joined the DC Human Trafficking Task Force, partnered with the Department of Homeland Security's Blue Campaign to train frontline service center employees and partnered with Truckers Against Trafficking to provide wallet pamphlets to Commercial Driver License applicants. Additionally, final rulemaking was published on February 3, 2017 which requires an applicant who is under eighteen years of age to provide a

written notarized statement signed by a parent or guardian consenting to the issuance of an identification card. The funding was \$2,000 to print brochures created for DMV by the Blue Campaign.

**Initiative 12: Implement new road test appointment calendar system.**

**Description:** DC DMV's current road test calendar is not integrated into our licensing system. This requires employees to manually input pass/fail data. Also, rescheduling road test appointments is a manual process when there is inclement weather closures. Therefore, DC DMV will implement a new road test appointment calendar system to streamline the process.

**Status Update:** The new, integrated calendar system was rolled out in August 2016. Funding was \$66,500 for the vendor services.

**Initiative 13: Renovate Inspection Station into customer/employee focused facility.**

**Description:** The Inspection Station is over 20 years old without the benefit of any facility improvements. Therefore, by September 2016, 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 was completed in April 2016. Phase two is scheduled to start in March 2017. Funding has been \$2M in capital funds.

**Initiative 14: Implement a wireless monitoring technology for inspecting OBD vehicles.**

**Description:** By September 2016, DC DMV will coordinate with the Department of Energy and the Environment to implement a wireless monitoring technology for inspecting on-board diagnostics (OBD) in eligible vehicles. This initiative will reduce the number of vehicles which will need to physically go through the Inspection lanes.

**Status Update:** This initiative was completed on September 30, 2016. Funding was absorbed by our existing inspection contract.

**Initiative 15: 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 2016, DMV will train 90% of frontline employees on customer service techniques.

**Status Update:** DMV trained 97% of the employees by September 20, 2016. The funding was \$0.0 due to the use of a free, online training video.

3. Please provide a complete, up-to-date **position listing** for your agency, which includes the following information for each position:
  - Title of position.

- Name of employee or statement that the position is vacant, unfunded, or proposed.
- Date employee began in position.
- Salary and fringe benefits, including the specific grade, series, and step of position.
- Job status (continuing/term/temporary/contract).

*Please list this information by program and activity*

**Response:** See attached DMV FY2017 Position List. Note fringe benefits is 26.5% for each salaried position.

4. Does the agency conduct annual **performance evaluations** of all of its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements? What steps are taken when an employee does not meet individual job requirements?

**Response:** SMART (Specific, Measurable, Achievable, Relevant and Time-Related) goals are established for all employees early in the performance year and entered into the PeopleSoft performance management system following review/agreement by the management chain. Goals for measuring/monitoring employee performance are included in the supervisors' goals. All supervisors meet regularly with employees and provide quantitative feedback on performance and coaching. If necessary, employees are placed on Performance Improvement Plans to further monitor performance and provide training/counseling/coaching. The end of year performance evaluations are reviewed and approved by the Administrators.

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

**Response:** None

6. Please provide the Committee with:
- A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at agency expense.

Response: See table below

	IPAD/ Surface Pro	Laptop	Cell Phone	WIFI Device
Adrian Polite	X	X	X	
Amit Vora	X			X
Angela Brighthart			X	
Beverly Keenon			X	

	IPAD/ Surface Pro	Laptop	Cell Phone	WIFI Device
Bobby McAdams			X	
Brigid Anderson	X		X	
Calvin Dyson	X	X	X	
Carole Cade			X	X
Cassandra Claytor	X		X	
CDL Test Examiner			X	
Charles Davis		X	X	
Cherice Stanley			X	
Christopher Dina			X	
Claude Thomas		X	X	X
Darnell Fountain			X	X
Darrell Bryant			X	X
David Glasser	X			X
Edward Tate			X	
Erick Block		X		
Fabien Toussaint			X	
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	

	IPAD/ Surface Pro	Laptop	Cell Phone	WIFI Device
Ronnie Dampier	X		X	
Service Integrity			X	
Shawn Adams		X	X	
Shirley Shepard			X	
Tanya Forbes	X		X	
Terrie Winnegan			X	
Tonya Miller			X	
Tyrone Sweatt		X	X	
Tyronica Best			X	
Vanessa Newton		X	X	
Wanda Butler	X		X	
Zainab Al Shammary		X		
Appeals Board (Adjudication)		3		

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

**Response:** See table below

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2003 FORD PICK-UP	OWN	Inspection Station	DC-2605
2008 DODGE GRAND CARAVAN	OWN	IT	DC-5497
2008 HONDA CIVIC HYBRID	OWN	IT	DC-7001
2014 DODGE CARAVAN	OWN	Support Services	DC-8804
2013 DODGE RAM CARGO VAN	LEASE	Support Services	DC-9703
2013 DODGE CARAVAN SE	LEASE	Support Services	DC-9894
2008 HONDA CIVIC HYBRID	OWN	Support Services	DC-7002

- A list of employee bonuses or special award pay granted in FY 2016 and FY 2017, to date.

**Response:** None

- A list of travel expenses, arranged by employee.

**Response:** See table below

<b>Name of Traveler</b>	<b>Position Title</b>	<b>Purpose</b>	<b>District Expenditures</b>
<b>FY16</b>			
Calvin Dyson	Service Center Manager	AAMVA Region I Annual Conference	\$12.65
Lucinda Babers	Director	AAMVA Region I Annual Conference	\$244.99
Zainab Al-Shammary	Investigator	AAMVA International Conference	\$1,485.09
Raja Bandla	Supervisory Information Technology	AAMVA International Conference	\$1,531.42
Joan Saleh	Driver Services Administrator	MIDS Digital License Demo	\$184.99
Marquis Miles	Management Analyst	MIDS Digital License Demo	\$164.16
Amit Vora	Chief Information Officer	MIDS Digital License Demo	\$264.49
<b>Total FY16: \$3887.79</b>			
<b>FY17</b>			
David Glasser	General Counsel	2016 Autonomous Vehicle Safety Regulation World Congress Conference	\$2,027.18
Marquis Miles	Management Analyst	UMASS Commercial Motor Vehicle Safety Conference	\$70.61

Name of Traveler	Position Title	Purpose	District Expenditures
Amit Vora	Chief Information Officer	Digital Driver's License Pilot Kickoff Conference	\$98.23
Cherice Stanley	Management Analyst	Strategic Planning Training	\$2,174.00
Marquis Miles	Management Analyst	Training for Ex-Offenders	\$154.44
<b>Total FY17 YTD (thru Dec 31, 2016): \$4,524.46</b>			

- A list of the total overtime and worker's compensation payments paid in FY 2016 and FY 2017, to date.

**Response:** See information below

Overtime

FY 2016 – \$823,089

FY 2017 (as of December End) – \$134,123

Workman's Compensation Payments

FY 2016 – \$183,817

FY 2017 (as of January 18, 2017) – \$26,438

7. Please identify all **electronic databases** maintained by your agency, including the following:

- A detailed description of the information tracked within each system.
- The age of the system and any discussion of substantial upgrades that have been made or are planned to the system.
- Whether the public can be granted access to all or part of each system.

**Response:** See table below

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Destiny	Stores information on Driver License/ID & Registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transaction with the DMV	15 years	Pending Destiny enhancements include driver record portal, electronic road test scoring (Toughbooks) and new licensing/registration system

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
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	22 years	Revised RFP being finalized for submission to OCP and OCTO. Bidding process for new system expected for July.
EnviroTest	Inspection Station Results	Authorized DMV Users	None	1 years	Recent enhancements included revised vehicle inspection report.
MIDS/ Gemalto	Enhanced DL / ID digital picture system	Authorized DMV Users	None	3 year 3 months	None
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transaction with DMV	7.5 years	None
DCLARR	In-house image database for scanned documents	DMV Employees only	None	13 years	None
KTS	Knowledge testing system	DMV Employees only	None	1 year 9 months	None
ARTS	Appointment and Road Test System	DMV Employees and Customers	Customers can use the system to schedule road test appointments	4 Months	New system and database implemented on 09/13/2016. The Toughbook integration is currently being implemented with a target of May 2017
Tensator	Queuing system	DMV Employees only	Customer can verify the wait times using the system	2 year 4 months	New queuing system planned for deployment this fiscal year

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

**Response:** Most DMV policies, procedures and regulatory requirements can be found on our website at [www.dmv.dc.gov](http://www.dmv.dc.gov), which is updated as needed to provide the public with the latest information and updates. Also, we continue to increase outreach through social media, such as Twitter, Facebook, Instagram and live web chats with the Director. We also communicate with the public about critical information via press releases, list serves, emails (monthly newsletters and notices), service center public service announcements, public “Know Before You Go” campaign and annual reports. Additionally, we reestablished the Citizens Advisory Committee in 2016 to assist with agency improvements.

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

**Response:** DMV solicits customer feedback through customer surveys, [grade.dc.gov](http://grade.dc.gov), Twitter, Facebook, ANC and community listservs, live web chats, website “Ask the Director,” [dmv@dc.gov](mailto:dmv@dc.gov) emails, and emails sent directly to staff. Feedback is also received through direct DMV customer interactions/ correspondence, 311 service requests, media inquiries, the Mayor’s Office and Councilmembers’ Offices.

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

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

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

**Response:** DC DMV 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.

10. How has the agency tried to reduce agency **energy use** in FY 2016?

**Response:** The District’s Department of General Service (DGS) has responsibility for all District-owned and leased facilities. DC DMV’s new Adjudication Services office was built using energy efficient lighting and HVAC equipment in addition to occupancy sensors in each office to reduce power

consumption. The new location also has water bottle filling stations to reduce plastic waste and create single stream recycling. Low and no VOC paint and finishes were used throughout the offices. This project is on target to receive LEED Silver accreditation.

At DC DMV’s Inspection Station, a new, energy efficient HVAC system was installed during the Phase 1 renovation. Additionally, energy saving LED light fixtures were installed throughout the customer and employee areas, as well as Energy Star certified equipment in the employee breakroom.

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

**Number of Employees Hired in FY 2016 and YTD FY 2017 (as of 1/31/17)**

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	26	13
Term	2	2
Temporary	1	0
Contract	0	0

12. Please provide the agency’s FY 2016 Performance Accountability Report.

**Response:** See attached FY2016 DMV Performance Accountability Report.

**B. BUDGET AND FINANCE**

13. Please provide a chart showing your agency’s **approved budget and actual spending**, by division, for FY 2016 and FY 2017, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

**Response:** See charts below

FY 2016 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$ 5,405,747.67	\$ 4,552,699.28	\$ 853,048.39	\$900k in unspent Fixed Costs (rent and energy) by DGS.
Agency Financial Operations	526,808.88	491,976.95	34,831.93	
Adjudication	17,056,217.67	15,697,915.61	1,358,302.06	\$350k in vacancy lapse and \$940k in

FY 2016 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
				excess MPD photo enforcement budget authority
Vehicle Services	10,812,505.43	9,807,953.97	1,004,551.46	\$535k in vacancy lapse and \$510k excess due to delay in ordering tags due to Adjudication/ storage relocation
Driver Services	5,407,230.65	5,467,585.25	(60,354.60)	Overspent in personal services due to overtime
Service Integrity	0.00	289,213.25	(289,213.25)	Program no longer used; therefore, personal services expenditures incorrectly posted; should be in Agency Management
Information Technology	4,274,786.40	4,268,101.67	6,684.73	
<b>Total</b>	<b>\$ 43,483,296.70</b>	<b>\$ 40,575,445.98</b>	<b>\$ 2,907,850.72</b>	

FY 2017 Budget vs. Actuals				
Thru December End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$ 6,249,477.90	\$ 2,938,153.61	\$ 3,311,324.29	Expenditures on target
Agency Financial Operations	668,840.47	181,212.18	487,628.29	Expenditures on target
Adjudication	16,363,101.43	2,768,997.46	13,594,103.97	Expenditures on target
Vehicle Services	9,896,245.54	4,331,381.86	5,564,863.68	Expenditures on target
Driver Services	7,379,313.47	1,278,521.29	6,100,792.18	Expenditures on target
Service Integrity	0.00	89,542.97	(89,542.97)	Program no longer used; therefore, will be corrected by journal entry
Information Technology	4,775,810.86	3,176,843.86	1,598,967.00	Expenditures on target
<b>Total</b>	<b>\$ 45,332,789.67</b>	<b>\$ 14,764,653.23</b>	<b>\$ 30,568,136.44</b>	

14. Please list any **reprogrammings**, in, out, or within, related to FY 2016 or FY 2017 funds. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

**Response:** See tables below

FY 2016 Reprogrammings				
In, Out, Within	Original Purpose of Funds	Type of funds	Reprogramming Purpose of Funds	Amount
Within	Personnel	Local	Inspection Station Renovation Project	\$ 1,000,000
Out	Ticket Processing and Adjudication services	Local	DPW – Purchase Automated Vehicle Locators for Snow Program	200,000
<b>Total</b>				<b>\$ 1,200,000</b>

FY 2017 Reprogrammings				
In, Out, Within	Original Purpose of Funds	Type of funds	Reprogramming Purpose of Funds	Amount
	NONE			

15. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2016 and FY 2017, to date.

**Response:** See tables below

Department of Motor Vehicles  
 FY 2016 Intra-Districts  
 (Year End)

DMV as the Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$5,406,735.59	\$5,406,735.59	\$0.00	\$0.00
OAH	TKTOAH	OAH Ticket Processing	\$28,224.00	\$28,224.00	\$0.00	\$0.00
DOES	PEPTEP	Project Empowerment	\$6,500.00	\$0.00	\$6,500.00	\$0.00
OSSE	OSSINS	OSSE Bus Inspections	\$49,000.00	\$35,740.00	\$13,260.00	\$0.00

Grand Total	\$5,490,459.59	\$5,470,699.59	\$19,760.00	\$0.00
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DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OCTO	0100	FY16 City Wide IT Assessment	\$2,353,961.00	\$2,219,212.91	\$134,748.09	\$0.00
OFRM	0100	Phone	\$13,000.00	\$0.00	\$13,000.00	\$0.00
OFRM	0600	Phone	\$371,088.46	\$342,120.91	\$28,967.55	\$0.00
			<b>\$384,088.46</b>	<b>\$342,120.91</b>	<b>\$41,967.55</b>	<b>\$0.00</b>
OCP	0100	Purchase Card	\$109,569.81	\$214,763.99	\$4,805.80	-\$109,999.98
OCP	0600	Purchase Card	\$110,000.00	\$0.00	\$0.00	\$110,000.00
			<b>\$219,569.81</b>	<b>\$214,763.99</b>	<b>\$4,805.80</b>	<b>\$0.02</b>
OFT	0100	Armored Car Services	\$24,000.00	\$23,999.50	\$0.00	\$0.50
OFT	0600	Cashiering Services	\$182,754.00	\$182,754.00	\$0.00	\$0.00
DDOE	0600	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$382,162.00	\$353,352.66	\$28,809.34	\$0.00
DGS	0100	Security	\$53,654.76	\$53,654.76	\$0.00	\$0.00
	0600	Security	\$1,387,893.84	\$1,270,575.84	\$117,318.00	\$0.00
			<b>\$1,441,548.60</b>	<b>\$1,324,230.60</b>	<b>\$117,318.00</b>	<b>\$0.00</b>
DPW	0100	Fleet	\$23,869.45	\$23,869.45	\$0.00	\$0.00
DPW	0600	Shared Services	\$324,244.00	\$324,244.00	\$0.00	\$0.00
OCTO	0600	ARTs Application Development	\$32,818.20	\$32,818.20	\$0.00	\$0.00
	8200	ARTs Application Development	\$32,818.20	\$0.00	\$32,818.20	\$0.00
			<b>\$65,636.40</b>	<b>\$32,818.20</b>	<b>\$32,818.20</b>	<b>\$0.00</b>
DCTC	0600	DCTC MOU (Out of State Registration)	\$183,480.75	\$181,980.00	\$1,500.00	\$0.75
				\$75.00		
OHR	0100	Bilingual DMV Navigator Program	\$21,600.00	\$21,600.00	\$0.00	\$0.00
		<b>Grand Total</b>	<b>\$5,606,914.47</b>	<b>\$5,244,946.22</b>	<b>\$361,966.98</b>	<b>\$1.27</b>

Department of Motor Vehicles  
 FY 2017 Intra-Districts  
 (December)

DMV as the Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$0.00	\$0.00	\$0.00	\$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	\$50,000.00	\$0.00	\$0.00	\$50,000.00
DOES	PEPTEP	Project Empowerment	\$0.00	\$0.00	\$0.00	\$0.00
<b>Grand Total</b>			<b>\$50,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$50,000.00</b>

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OCTO	0100	FY16 City Wide IT Assessment	\$2,512,797.00	\$404,855.44	\$0.00	\$2,107,941.56
OFRM	0100	Phone	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	0600	Phone	\$398,944.35	\$10,982.27	\$0.00	\$387,962.08
			<b>\$398,944.35</b>	<b>\$10,982.27</b>	<b>\$0.00</b>	<b>\$387,962.08</b>
OCP	0100	Purchase Card	\$50,639.00	\$72,025.30	\$0.00	-\$21,386.30
OCP	0600	Purchase Card	\$108,931.00	\$0.00	\$0.00	\$108,931.00
			<b>\$159,570.00</b>	<b>\$72,025.30</b>	<b>\$0.00</b>	<b>\$87,544.70</b>
OFT	0100	Armored Car Services	\$0.00	\$0.00	\$0.00	\$0.00
DDOE	0600	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$0.00	\$0.00	\$0.00	\$0.00
DGS	0100	Security	\$673,947.00	\$0.00	\$0.00	\$673,947.00
DGS	0600	Security	\$1,006,190.00	\$20,248.64	\$0.00	\$985,941.36
			<b>\$1,680,137.00</b>	<b>\$20,248.64</b>	<b>\$0.00</b>	<b>\$1,659,888.36</b>
DPW	0100	Fleet	\$25,014.00	\$2,787.83	\$0.00	\$22,226.17
DCHR	0600	Suitability & Compliance Services	\$8,969.00	\$0.00	\$0.00	\$8,969.00
DPW	0600	Shared Services	\$0.00	\$0.00	\$0.00	\$0.00
DCTC	0600	DCTC MOU (Out of State Registration)	\$0.00	\$0.00	\$0.00	\$0.00
<b>Grand Total</b>			<b>\$4,785,431.35</b>	<b>\$510,899.48</b>	<b>\$0.00</b>	<b>\$4,274,531.87</b>

16. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2016 and FY 2017, 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 2016 and FY 2017, to date.
- Expenditures of funds, including the purpose of each expenditure, for FY 2016 and FY 2017, to date.

**Response:** See tables below

**FY 2016**

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	\$ 3,115,240	\$ 3,115,240	PS Costs: 15,804; Supplies: 61,834; Fixed Costs: 342,121; Other Services and Charges: 1,245,657; Contractual Services: 1,449,824
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.	\$ 5,093,470	\$ 4,596,778	PS Costs: 2,632,771; Supplies: 35,072; Fixed Costs: 1,270,576; Other Services and Charges: 367,864; Contractual Services: 290,495
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.	\$ 245,451	\$ 245,451	PS Costs: 38,472; Contractual Services: 206,979

**FY 2017 – As of December 31, 2016**

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected	This program funds the International Registration Plan, which allows owners	\$ 660,333	\$ 2,367,894	PS Costs: 47,112; Supplies: 35,009; Fixed

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
		by states and provinces.	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.			Cost: 398,944; Other Services and Charges: 993,160; Contractual Services: 893,669
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.	\$ 1,094,409	\$ 2,598,680	PS Costs: 619,729; Fixed Costs: 1,009,190; Other Services and Charges: 669,761; Contractual Services: 300,000
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.	40,252.00	-	No Spending as Dec 31, 2016

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

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

**Response:** See table below

Department of Motor Vehicles Capital Projects (as of 12/31/16)					
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	\$4,878,500	\$2,102,873	\$1,607,929	\$0	\$1,167,698
<b>Planned Remaining Spending</b>					
Remaining funds will be spent on Phase 2 Inspection Station renovations which include lane enhancements, new windows and relocating the blower to the roof.					
<b>Project Number</b>	RID01	<b>Project Title</b>	Real ID Act Implementation		
<b>Project Description</b>					
The Real ID Act mandates a wide range of procedural, physical and system requirements for the issuance of state driver licenses and IDs. There will be new documentation standards, technology standards, physical standards and production standards.					
<b>Index</b>	D01C1	<b>PCA</b>	D01C1	<b>Aobj</b>	0409
<b>Status</b>	Ongoing	<b>Appr Year</b>	2007	<b>Implementing Agency</b>	DMV
<b>Original Budget</b>	<b>Revised Budget</b>	<b>Expenditures</b>	<b>Commitments</b>	<b>Pre-encumbrance</b>	<b>Available Balance</b>
\$12,525,000	\$3,046,000	\$2,882,832	\$100,829	\$61,000	\$1,339
<b>Planned Remaining Spending</b>					
Due to project completion, it is being closed out and remaining funds being deobligated for other city capital needs					
<b>Project Number</b>	TPS01	<b>Project Title</b>	Ticket Processing System		
<b>Project Description</b>					
The DMV proposes to replace the existing contractor hosted ticket processing system with a new state of the art technology solution.					
<b>Index</b>	T01C6	<b>PCA</b>	T01C6	<b>Aobj</b>	0409
<b>Status</b>	Ongoing	<b>Appr Year</b>	2016	<b>Implementing Agency</b>	DMV
<b>Original Budget</b>	<b>Revised Budget</b>	<b>Expenditures</b>	<b>Commitments</b>	<b>Pre-encumbrance</b>	<b>Available Balance</b>
\$5,500,000	\$0	\$0	\$0	\$0	\$5,500,000
<b>Planned Remaining Spending</b>					
Revised statement of work anticipated to be sent through OCP and OCTO for putting out to bid by July 2017. Additionally, DC DMV should have on board a Program Manager to manage both the Ticket Processing and Licensing/Registration projects.					

Project Number	MVS16	Project Title	Destiny Replacement Project		
<b>Project Description</b>					
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
<b>Planned Remaining Spending</b>					
Statement of work anticipated to be sent through OCP and OCTO for putting out to bid by July 2017. Additionally, DC DMV should have on board a Program Manager to manage both the Ticket Processing and Licensing/Registration projects.					

18. Please provide a complete accounting of all **federal grants** received for FY 2016 and FY 2017, to date.

**Response:** No federal grants received in FY2016 or YTD FY2017

19. Please list each contract, procurement, lease, and grant (“**contract**”) awarded, entered into, extended and option years exercised, by your agency during FY 2016 and FY 2017, 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 FY16/17 DMV Major Contracts

20. Please provide the details of any **surplus** in the agency’s budget for FY 2016, including:

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

**Response:** Refer to response to question #13.

**C. LAWS, AUDITS, AND STUDIES**

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

**Response:** None

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

**Response:** None

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

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

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER LICENSES	8/5/2016
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	11/25/2016
4	MOTOR VEHICLE TITLE AND REGISTRATION	10/28/2016
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	8/21/2015
7	MOTOR VEHICLE EQUIPMENT	7/12/2013
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	2/2/2007
10	PROCEDURES FOR ADMINSTRATIVE HEARINGS	8/23/2013
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	COMMERCIAL DRIVER LICENSES AND COMMERCIAL LEARNER PERMITS	10/16/2015
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	10/18/2013
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	9/16/2011
99	DEFINITIONS	10/10/2014

24. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2016 that significantly affect agency operations.

**Response:** None

25. Please provide a list of all **MOUs** in place during FY 2016.

**Response:** Refer to response to question #15.

26. Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2016. Please state the status and purpose of each study.

**Response:** See table below

<b>DC DMV Studies, Research Papers and Analyses</b>			
<b>Fiscal Year</b>	<b>Agency</b>	<b>Description</b>	<b>Status</b>
FY16	DMV/Infosys	Engaged third party vendor, Infosys, to analyze DMV's licensing/registration system and provide options as to upgrading and/or replacement	Terminated  Study was a donation for which it was determined the data access was not feasible to provide to vendor
FY16	DMV	Feasibility of allowing physicians to certify DMV vision and medical reports online	Completed  Determined it was feasible and created FY17 initiative to implement by Sep 2017
FY16	DMV	Feasibility of creating Limited Purpose service center to address backlog	Completed  Determined not cost effective based on existing DMV funding.

27. Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2016 and FY 2017, to date.

**Response:** See table below

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY16	DC DMV/Service Integrity	Residency fraud	Ongoing Multiple cases of fraud using altered residency documents
FY16	DC DMV/Service Integrity	Altered titles	Ongoing Multiple titles issued by DPW showing up in MD as altered titles
FY16	DC DMV/Service Integrity	Employee fraud	Completed Referred to OIG
FY16	DC DMV/Service Integrity	Possible employee fraud	Completed Referred to OIG
FY16	DC DMV/Service Integrity	Possible Workers Compensation fraud	Completed Claim accepted by Office of Risk Management

28. Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations. If the recommendation has not been implemented, please explain why.

**Response:** See table below

DC DMV Recommendations			
Fiscal Year	Agency	Description	Status
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,	Completed DMV complied with requirements by ordering

<b>DC DMV Recommendations</b>			
<b>Fiscal Year</b>	<b>Agency</b>	<b>Description</b>	<b>Status</b>
		Placement of IG Hotline in Permit & Application Forms	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 CDL federal requirements.	Completed Based on review, DMV met compliance requirements and no recommendations were made.

#### **D. PROGRAM-SPECIFIC QUESTIONS**

29. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2015, FY 2016, and FY 2017 (as of January 1, 2017 or later).

**Response:** See table below

### **DMV Adjudication Caseload Statistics**

	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017 (thru 12/31/16)</b>
<b><i>Parking Citations</i></b>			
Number of Citations Processed	1,744,121	1,577,278	325,949
Number of Requests for Adjudication Filed	153,815	151,582	35,753
Number of Cases Pending as of October 1	41,875	43,410	40,678
Number of Final Orders Issued	127,970	165,762	29,300
Number of Final Orders that Dismissed	58,234	70,692	12,057
Number of Final Orders that Affirmed	60,815	83,524	15,361
<b><i>Moving Citations</i></b>			
Number of Citations Processed	74,407	79,450	16,165
Number of Requests for Adjudication Filed	34,219	35,080	6,042
Number of Cases Pending as of October 1	274	348	393

## DMV Adjudication Caseload Statistics

	FY 2015	FY 2016	FY 2017 (thru 12/31/16)
Number of Final Orders Issued	26,691	25,533	4,332
Number of Final Orders that Dismissed	14,356	13,322	1,687
Number of Final Orders that Affirmed	6,846	5,583	1,167
<b><i>Photo Citations</i></b>			
Number of Citations Processed	657,444	1,103,769	244,914
Number of Requests for Adjudication Filed	43,175	87,244	19,976
Number of Cases Pending as of October 1	12,521	36,925	29,186
Number of Final Orders Issued	38,344	75,977	25,781
Number of Final Orders that Dismissed	13,326	20,494	5,683
Number of Final Orders that Affirmed	23,406	52,122	19,015
<b><i>Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters)</i></b>			
Number of Requests for Adjudication Filed	1,474	845	118
Number of Final Orders Issued	1,474	845	118
Number of Final Orders that Dismissed	569	380	44
Number of Final Orders that Affirmed	202	54	19
<b><i>General</i></b>			
Mean Length of Time Required to Close a Case (Filing to Final Order)	73 days	160 days	153 days
Number of Hearing Examiners	14	16	16
Mean Caseload per Hearing Examiner	8,433	11,602	2,723
<b><i>Traffic Adjudication Appeals Board</i></b>			
Number of Cases Pending as of October 1	2,833	150	150
Number of Final Orders Appealed	259	915	378
Number of Decisions Issued	2,776	2,272	184
Mean Length of Time Required to Close a Case	20 months	8 months	45 days
Number of Board Meetings	Biweekly	Biweekly	Biweekly
<b><i>*Collections</i></b>			
Number of Citations Processed	2,475,929	2,760,482	548,086
Value of Citations Processed	\$225,891,216	\$299,230,511	\$53,439,115
Number of Citations Paid	1,960,043	2,185,031	468,373
Number of Citations Paid to DMV pre-collections	1,790,316	1,824,184	298,376

## DMV Adjudication Caseload Statistics

	FY 2015	FY 2016	FY 2017 (thru 12/31/16)
Value of Citations Paid to DMV pre-collections	\$135,106,025	\$163,000,179	\$25,473,576
Number of Citations Paid to Outside Collectors	169,727	177,310	22,860
Value of Citations Paid to Outside Collectors	\$21,657,709	\$24,901,303	\$4,983,033
Number of Unpaid Citations	627,574	777,224	242,328
Value of Unpaid Citations	\$84,860,214	\$125,605,692	\$31,327,711
Value of Unpaid Citations Owed by District Residents	\$17,774,346	\$23,944,747	\$7,023,999
Value of Unpaid Citations Owed by Maryland Residents	\$35,701,435	\$55,770,005	\$12,882,302
Value of Unpaid Citations Owed by Virginia Residents	\$17,885,886	\$25,844,304	\$6,465,780
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$13,498,547	\$20,046,636	\$4,955,630

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

30. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2015, FY 2016, and FY 2017, to date (*i.e.* officer failed to appear at hearing, etc.).

**Response:** See table below

Dismissal Reason	FY15	FY16	FY17 (thru 12/31/16)
Dismissed on merits- legal defense to ticket provided	71,832	60,318	6,265
Ticket defective	10,305	14,128	758
Ticket submitted late for processing	13,557	29,559	12,226

31. 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 2015, FY 2016, and FY 2017, to date

**Response:** See table below

Dismissal Reason	FY15	FY16	FY17 (thru 12/31/16)
Multiple Vehicles*	4,954	10,940	2,628
Park Mobile Receipt	5,462	7,779	1,398
ROSA Exemption	6,859	6,472	1,638
Officer Absent	6,704	5,165	903
Poor Image *	3,508	3,419	1,007

\*Relates to photo enforcement tickets

32. Please describe all actions 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 OCTO 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.

33. 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.

34. 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.

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

- The name, panel number, and whether the member is an OAG employee, DMV employee, or citizen member.

**Response:** See table below

Panel #	DMV Employee Member	Citizen Member	Attorney Member
Board 1	Carole Cade	Nadine Robinson	Wyndell Banks

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

**Response:** DMV currently has 1 part-time appeals board, and there are no vacancies.

36. Please provide the number of adjudications processed in FY 2015, FY 2016, and FY 2017 to date, broken down by category (in-person, online, and mail).

**Response:** See table below

Source	FY15	FY16	FY17 thru 12/31/16
In-person	68,791	45,198	4,814
Mail	40,620	65,268	13,240
Online	79,717	187,750	45,499
<b>Total</b>	<b>189,128</b>	<b>298,216</b>	<b>63,553</b>

37. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2015, FY 2016, and FY 2017, to date.

**Response:** The average length of time required to close a case from filing to final order was, 73 days in FY15, 160 days in FY16 and 153 days in FY17 as of 12/31/16.

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

**Response:** See table below

<b>Reconsideration Results</b>	<b>FY16</b>	<b>FY17 thru 12/31/16</b>
Reconsider Received	8,787	2,232
Reconsider Denied	6,654	1,760
Reconsider Granted	2,133	472

Numbers includes cases received in FY16 and decided in FY17

39. 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 2015, FY 2016, and FY 2017, 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 20 months in FY15, 18 months in FY16 and 60 days in FY17 as of 12/31/16.

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

**Response:** DMV hired a temporary full time board in FY15 to reduce the appeals backlog, and thereby decrease the response time. This strategy was successful, and DMV was able to reduce its response time from close to 2 years to its current response time of less than 60 days.

40. How many vehicles were titled/registered in the District in FY 2015, FY 2016, and FY 2017, to date?

**Response:** See table below

<b>Vehicles Titled/Registered (As of Jan 24, 2017)</b>	
<b>Fiscal Year</b>	<b>Vehicles Titled/Registered</b>
FY15	83,220
FY16	81,307
FY17	24,655

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2016.

<b>TAG TYPE</b>	<b>ISSUANCE COUNT</b>
ALPHA KAPPA ALPHA TAGS	1

<b>TAG TYPE</b>	<b>ISSUANCE COUNT</b>
ANACOSTIA RIVER COMMEMORATIVE TAGS	767
BIC TAGS	1
BUS TAGS	610
CLERGY TAGS	4
COMMERCIAL TAGS	698
DC GOVT TAGS	407
DC LODGE TAGS	28
DEALER TAGS	416
DEALER TEMPORARY TAGS	593
DELTA SIGMA THETA TAGS	2
DISABILITY MOTORCYCLE TAGS	2
DISABILITY TAGS	308
DISABLED AMERICAN VETERAN TAGS	21
DISABLED VETERAN TAGS	11
FIRE FIGHTER TAGS	27
FLORIDA A & M UNIVERSITY	2
HISTORICAL TAGS	153
HOWARD UNIVERSITY	3
KAPPA ALPHA PSI FRATERNITY	4
LIMOUSINE TAGS	52
LOW TAGS	737
MISSISSIPPI STATE UNIVERSITY	2
MOREHOUSE COLLEGE ALUMNI	2
MOTORCYCLE TAGS	1,169
MOTORCYCLE TEMPORARY TAGS	18
MOTOR DRIVEN CYCLE TAGS	42
NATIONAL ASSOCIATION OF BLACK SCUBA DIVERS	2
OFFICE OF VETERANS AFFAIRS TAGS	56
OMEGA PSI PHI TAGS	1
PERSONALIZED TAGS	643
PLEASURE TAGS	68,102
PORSCHE CLUB OF AMERICA	1
RENTAL TAGS	1,404
SOUTHERN METHODIST UNIVERSITY	1
TAXI TAGS	369
TEMPORARY TAGS	4,588
TRAILER TAGS	221
UNIVERSITY OF MICHIGAN	5

TAG TYPE	ISSUANCE COUNT
UNIVERSITY OF MISSISSIPPI	2
VETERANS OF FOREIGN WARS OF US	3
WASHINGTON NATIONALS	230
WHITE STARS TAGS	2
WWW TAGS	237
<b>TOTAL</b>	<b>81,947</b>

41. Please provide the number of active “H” tags and “L” tags in FY 2015, FY 2016, and FY 2017, to date.

**Response:** See table below

Tag Type	FY15	FY16	FY17 (as of Jan 24, 2017)
<b>H Tags Active</b>	6,916	6,825	6,770
<b>L Tags Active</b>	293	278	266

42. Please provide the number of “H” tags and “L” tags issued (excluding renewals) in FY 2015, FY 2016, and FY 2017, to date.

**Response:** See table below

Tag Type	FY15	FY16	FY17 (as of Jan 24, 2017)
<b>H Tags Issued</b>	264	369	132
<b>L Tags Issued</b>	64	52	8

43. 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

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Georgetown Service Center	22 minutes	35 minutes	15 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Benning Ridge Service Center	18 minutes	24 minutes	11 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
Rhode Island Service Center	22 minutes	25 minutes	17 minutes
		Sat, 1-3pm	Thurs, 8:15-10:15am
Southwest Service Center	48 minutes	59 minutes	36 minutes
		Fri, 12-2pm	Thurs, 8:15-10:15am

44. 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.

45. 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
<b>FY2014</b>		
May	110	94
June	147	209
July	189	240
August	237	269
September	357	259
<b>FY14 Total</b>	<b>1,040</b>	<b>1,071</b>
<b>FY2015</b>		
October	341	271
November	389	321
December	422	273
January	388	255
February	362	184

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
March	397	216
April	411	164
May	264	156
June	249	172
July	276	242
August	288	230
September	411	206
<b>FY15 Total</b>	<b>4,198</b>	<b>2,460</b>
<b>FY2016</b>		
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
<b>FY16 Total</b>	<b>5,825</b>	<b>2,866</b>
<b>FY2017</b>		
October	614	301
November	518	244
December	664	265
January	538	238
<b>FY17 Total</b>	<b>2,334</b>	<b>1,048</b>
<b>Total to Date</b>	<b>13,397</b>	<b>7,445</b>

46. 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

47. 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.

**Response:** For both projects, statements of work are anticipated to be sent through the Office of Contracts and Procurement and the Office of the Chief Technology Officer for putting out to bid by July 2017. Additionally, DC DMV should have on board a new Program Manager to manage both the Ticket Processing and Licensing/Registration projects which are both critical to DMV operations. 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.

48. Please provide the registration numbers for hybrid, electric, and alternative fuel vehicles in the District, for FY 2015, FY 2016, and FY 2017, to date.

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

Fuel Type	FY15	FY16	FY17 (as of Jan 24, 2017)
<b>Electric</b>	114	300	117
<b>Flex</b>	2,971	3,990	1,225
<b>Hybrid</b>	1,843	2,532	898

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

**Response:** See table below

Fuel Type	FY17 (as of January 25, 2017)
<b>Electric</b>	604
<b>Flex</b>	14,943
<b>Hybrid</b>	12,620
<b>Total</b>	28,167

50. 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, hearing examiners received refresher training on ticket infractions and met with the MPD photo enforcement manager to provide feedback on the photo enforcement tickets and process.

For Driver and Vehicle Services, the frontline employees have been trained on Language Access, new technology implementation and system upgrades, fraudulent documents, human trafficking, payment methodology and returning citizen process. Additionally, Inspection Station employees have been trained on the new wireless on-board diagnostic technology, as well as refresher training on the inspection equipment.

All employees have received CPR and active shooter training. 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 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 the purpose of training (and disseminating regulation/policy information) adversely impacted customer wait times and disrupted the continuity of operations.

51. On February 13, 2017, DMV's Adjudication Services division will open at a new location, specifically, 955 L'Enfant Plaza, Suite P-100, SW. What efforts has DMV taken to ensure that the public is aware that Adjudication Services is moving to a new location?

**Response:** Adjudication correspondence letters and notices have been updated to inform the public of the upcoming move to L'Enfant Plaza. In addition, individuals who have an upcoming hearing at the new location were sent notification of our new address. Further, we have updated our website with the pending relocation, inserted notices in our renewal notices, included an announcement in our e-newsletter, sent emails to customers in our email ticket alert system, communicated through social media and sent out press releases to the media, list serves and other communication channels.

52. 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?

**Response:** DC DMV is currently pursuing the initiative to provide a self-service exhaust emissions testing pilot program. We are experiencing challenges finding a convenient location within the District. However, we are coordinating with the Department of Energy and the Environment on location recommendations.

#### Attachments

1. Q1 - DMV FY17 Organizational Chart
2. Q1 and Q2 - DMV FY2017 Position List
3. Q12 - FY2016 DMV Performance Accountability Report
4. Q19 - DMV FY16/17 Major Contracts