

2013 Performance Oversight Questions—Dept. 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 FY13 Organizational Chart and information below outlining DMV program areas.

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

DMV Agency Programs		
Program	Division	Description
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.
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, warehousing and inventory control.
Agency Management	Personnel	Provides human resources support for DMV to assure HR operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Training	Provides training services to assure professional development of DMV personnel and accurate and consistent delivery of DMV services.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory and supplies.
Agency Management	Service Integrity	Ensures the security and integrity of all DMV transactions, employees, and products by implementing and auditing procedures to minimize fraud, abuse, corruption, and risk of financial loss related to the execution of

DMV Agency Programs		
Program	Division	Description
		departmental functions.
Agency Fiscal Operations	N/A	Provides comprehensive financial management services to DMV so that the financial integrity of the District of Columbia is maintained.
Agency Fiscal Operations	Budget Formulation	Works with program staff to develop and champion the annual budget for the agency.
Agency Fiscal Operations	Accounting Operations	Ensures budget and revenue is properly accounted for utilizing acceptable accounting rules.

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

Response: See attached DMV FY2013 Schedule A Position List

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

Response: For FY12, the customer contact division was rolled into the performance management division. Also, the Associate Director position now oversees the Service Integrity program.

- 2 Please list each **new program** implemented by the agency during FY 2012. For each initiative please provide:

- A description of the initiative
- The funding required to implement the initiative
- Any documented results of the initiative

Response: See attached FY12/13 Initiatives

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

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

Please list this information by program and activity

Response: See attached DMV FY2013 Schedule A Position List

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

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

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

Response: None

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

Response: See table below

Name of individual	Ipad	Laptop	Phone	Aircard	Phone Factor
Amit Vora	X			X	X
Cherice James			X		
Gabriel Robinson	X				X
Joan Saleh	X		X	X	
Kenneth King	X				
David Glasser	X				
Tanya Forbes	X		X		
Amanda Mosley	X		X		
Sheila McClan	X		X		

Name of individual	Ipad	Laptop	Phone	Aircard	Phone Factor
Shawn Adams			X		
Mary Parker	X		X		
Kim Borges	X		X		
Vanessa Newton			X		
Wanda Butler	X				
Leonard Golden		X	X	X	X
Jeremy Beegle		X		X	X
Claude Thomas			X	X	X
Juan Aliaga			X		
Raja Bandla		X	X		X
Franklyn St Hiliare	X		X		
Jeannette Pinnix			X		
Jacinta Ball			X		
Lucinda Babers	X		X	X	X
Carole Cade			X		X
Rick Whitley			X		
Contractors and Vendors					13
Adrian Polite			X		
Warren Farrar	X		X		
Service Center Supervisor	X		X		
Robert Johnson					X

- 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 #
2003 FORD PICK-UP	OWN	Inspection Station	DC-2605
2008 DODGE GRAND CARAVAN	OWN	IT	DC5497
2008 HONDA CIVIC HYBRID	OWN	IT	DC7001

VEHICLE MAKE AND MODEL	LEASED / OWN	ASSIGNED TO	TAG #
1999 CHRYSLER GRAND CARVAN	OWN	Support Services	DC-0161
2013 DODGE RAM CARGO VAN	LEASE	Support Services	DC-9703
2006 CARAVAN	LEASE	Support Services	DC-5831
2008 HONDA CIVIC HYBRID	OWN	Support Services	DC7002

- A list of employee bonuses or special award pay granted in FY 2012 and FY 2013, to date

Response: None

- A list of travel expenses, arranged by employee

Response: None

- A list of the total overtime and workman's compensation payments paid in FY 2012 and FY 2013, to date

Response: FY12 Overtime - \$308,942
FY13 Overtime - \$56,740
(as of Jan End)

FY12 Workman's Compensation - \$108,148
FY13 Workman's Compensation - \$25,158
(as of Jan End)

- 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	11 years	Pending upgrades include secure credential processing as part of license issuance, implementation of title verification as part of titling process, mobile application for online transactions and hard tag issuance by dealers.
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	18 years	RFP was on the street from October to December 2012, but no bids were received. Next steps are being discussed including revising the bid or determining an alternative approach.
Gordon Darby	Inspection Station Results	Authorized DMV Users	None	8 years	No ne
L1 ID	Knowledge Testing & DL/ID Digital Pictures	Authorized DMV Users	None	6 years	Pending contract award for enhanced DL/ID digital picture system
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transaction with the DMV	3.5 years	None
LMS	Employee Training System for tracking information	DMV Employees only	None	3.5 years	None
DCLARR	In-house image database for scanned documents	DMV Employees only	None	9 years	New servers to accommodate increase capacity

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

Response: Most DMV policies, procedures and regulatory requirements can be found on our website at www.dmv.dc.gov. The website is updated as needed to provide the public with the latest information and updates. Also, we have increased outreach through social media such as Twitter, Facebook and live web chats with the Director. We also communicate with the public about critical information via press releases, list serves and emails (newsletters and notices). Although some DMV data is available on our website, we are working on a FY13 project to provide more historical DMV related data on our website.

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

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

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

Response: DC DMV receives diverse feedback. We have customers thanking the staff for providing great customer service and making their visit a pleasant one. Customers also express frustration with the wait times at the service centers. The vast majority of customers are seeking answers to questions they have related to obtaining a DMV service.

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

Response: DMV makes numerous operational changes based on customer feedback, such as providing more signage for the inspection appointment process, adding the 311.dc.gov service request website address to temporary registration certificates and the list goes on. Also, with Twitter and Facebook, DC DMV provides customers with links to the website to support the information given. By doing so, the agency is able to educate the public about DC DMV’s online and mail services which are accessible to customers outside of the agency’s normal hours of operation.

- 10 How was the agency tried to reduce agency energy use in FY 2012?

Response: DMV works actively with DGS which manages our facilities. In FY12, most of the HVAC systems were programmed to turn off after hours and then turn back on before we open, thus reducing power used to heat and cool during times when the buildings are unoccupied.

B. BUDGET AND FINANCE

- 11 Please provide a chart showing your agency's **approved budget and actual spending**, by division, for FY 2012 and FY 2013, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

Response: See tables below

FY 2012 Budget vs. Actual Year End				
PROGRAM	BUDGET	ACTUAL	VARIANCE	EXPLANATION
Agency Management	6,106,099	5,516,672	589,427	Fixed costs lower than anticipated.
Agency Financial Operations	476,480	464,077	12,403	Small vacancy lapse
Adjudication	22,242,689	21,446,219	796,470	Unexpended photo enforcement related funds
Vehicle Services	8,138,665	6,881,643	1,257,022	Vacancy lapse and salaries from driver services
Driver Services	4,631,754	5,105,955	(474,201)	Portion of salaries covered by vehicle services
Service Integrity	215,333	195,269	20,064	Unexpended office supply budget
Information Tech.	5,191,409	2,523,899	2,667,510	Under spent grant funds. Grants were carried over to FY13
TOTAL	47,002,429	42,133,734	4,868,695	

FY 2013 Budget vs. Actual As of January				
PROGRAM	BUDGET	ACTUAL Exp. & ID Adv	VARIANCE	EXPLANATION
Agency Management	4,730,883	3,290,479	1,440,404	Expenditures on target
Agency Financial Operations	492,598	163,232	329,366	Expenditures on target
Adjudication	17,194,005	2,276,870	14,917,135	Expenditures on target
Vehicle Services	9,500,004	2,528,359	6,971,609	Expenditures on target
Driver Services	3,996,704	1,180,142	2,816,562	Expenditures on target
Service Integrity	220,110	27,953	192,157	Expenditures on target
Information Tech.	4,164,420	2,486,769	1,677,651	Expenditures on target
TOTAL	40,298,724	11,953,804	28,344,884	

- 12 Please list any **reprogrammings**, in, out, or within, related to FY 2012 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: Total Amount of Reprogramming: \$610,280.25

Original Purpose of Funds: To fund ten positions in the DMV to replace the use of cashiers from the Office of Finance and Treasury (OFT). This personnel replacement was contingent upon the Office of the Chief Financial Officer's (OCFO) approval of non-OCFO employees accepting cash payments. The approval was not granted.

Reprogrammed Use of Funds: To fund the intra-district agreement with OFT for cashiering personnel.

- 13 Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2012 or FY 2013, to date.

Response: See tables below

FY 2012 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 and Lockbox & Collections	\$6,697,022	\$6,462,080	\$234,942	\$0
Grand Total			\$6,697,022	\$6,462,080	\$234,942	\$0

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFT	0100	Armored Car Services	\$23,875	\$23,875	\$0	\$0
OFT	0100	Cashier MOU	\$852,485	\$852,485	\$0	\$0
DGS	0600	Custodial	\$145,267	\$84,441	\$60,826	\$0
DCTC	0600	DCTC MOU (Out of State Registration)	\$206,050	\$206,050	\$0	\$0
OFRM	0600	Electricity	\$402,164	\$367,130	\$35,033	\$0
DDOE	0100	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$309,183	\$309,183	\$0	\$0
DPW	0100	Fleet Services	\$34,829	\$34,829	\$0	\$0
OCTO	0100	<i>FY10 City Wide IT Assessment</i>	\$703,597	\$1,407,870	\$0	-\$704,273
OCTO	0600	<i>FY10 City Wide IT Assessment</i>	\$1,203,622	\$499,121	\$228	\$704,273
			\$1,907,219	\$1,906,991	\$228	\$0
OFRM	0600	Natural Gas	\$106,625	\$54,334	\$52,291	\$0
OUC	0100	OUC Customer Service MOU	\$5,132	\$5,132	\$0	\$0
OFRM	0600	Phone	\$412,185	\$338,566	\$73,599	\$20
OCP	0100	Purchase Card	\$77,730	\$0	\$0	\$77,730
OCP	0600	Purchase Card	\$36,081	\$101,469	\$20,142	-\$85,530
			\$113,811	\$101,469	\$20,142	-\$7,800

DGS	0600	Rent	\$437,871	\$314,674	\$123,197	\$0
DGS	0600	Security	\$1,352,506	\$1,233,161	\$119,345	\$0
DPW	0100	Share Services	\$285,352	\$285,352	\$0	\$0
OFOS	0100	Single Audit	\$2,500	\$2,500	\$0	\$0
OFRM	0600	Steam	\$41,363	\$26,719	\$14,644	\$0
OFRM	0600	Water	\$20,839	\$20,839	\$0	\$0
Grand Total			\$6,659,255	\$6,167,730	\$499,305	-\$7,780

Department of Motor Vehicles
FY 2013 Intra-Districts
(as of 1/31/2013)

DMV as the Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$6,200,000.00	\$0.00	\$0.00	\$6,200,000.00
Grand Total			\$6,200,000.00	\$0.00	\$0.00	\$6,200,000.00

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0600	Electricity	\$354,370.01	\$84,892.11	\$0.00	\$0.00
OCTO	0100	FY13 City Wide IT Assessment	\$1,998,171.00	\$496,241.99	\$0.00	\$1,501,929.01
OFRM	0600	Natural Gas	\$106,625.00	\$7,093.35	\$0.00	\$0.00
OAG	0100	OAG Support Service	\$19,300.00	\$19,300.00	\$0.00	\$0.00
OAG	0600	OAG Support Service	\$69,162.00	\$0.00	\$0.00	\$69,162.00
			\$88,462.00	\$19,300.00	\$0.00	\$69,162.00
OFRM	0600	Phone	\$326,032.77	\$14,756.08	\$0.00	\$311,276.69
OCP	0100	Purchase Card	\$17,680.00	\$0.00	\$0.00	\$17,680.00
OCP	0600	Purchase Card	\$30,000.00	\$17,465.16	\$0.00	\$12,534.84
			\$47,680.00	\$17,465.16	\$0.00	\$30,214.84

DGS	0600	Rent	\$437,871.32	\$46,384.15	\$0.00	\$391,487.17
DGS	0600	Security	\$2,705,012.22	\$520,187.78	\$1,352,506.11	\$832,318.33
OFRM	0600	Steam	\$41,363.00	\$5,459.73	\$0.00	\$35,903.27
OFRM	0600	Water	\$9,700.48	\$2,241.18	\$0.00	\$7,459.30
Grand Total			\$6,115,287.80	\$1,214,021.53	\$1,352,506.11	\$3,179,750.61

14 Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2012 or FY 2013, 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 2012 and FY 2013, to date
- Expenditures of funds, including the purpose of each expenditure, for FY 2012 and FY 2013, to date

Response: See tables below

FY2012

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.	4,031,398	2,427,667	163,456 in PS costs, 1,074,429 in fixed costs, 930,649 in other services and charges, & 259,133 in contractual services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	4,879,243	4,290,584	2,658,127 in PS costs, 1,397,597 in fixed costs, & 159,151 in contractual services and other services and charges
6100	Out-of-State Vehicle	Non-resident taxi driver vehicle	A non-resident taxi driver exempted from	238,545	246,765	Contractual services

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
	Registration	registrants	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.			

FY2013 – As of January End

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions, in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	857,809	1,822,363	54,132 in PS costs, 1,125,928 in fixed costs, 329,686 in other services and charges, & 312,617 in contractual services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	1,423,974	2,601,052	839,622 in PS costs, 32,867 in supplies and materials, 1,502,540 in fixed costs, 225,253 in other services and charges, & 770 in contractual services
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	123,495	69,162	Contractual services

15 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
- 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 2/14/13)

Project Number	MVS03C	Project Title	MVIS - Inspection Station Upgrade		
Project Description					
Bring Motor Vehicle Information System at SW Inspection Station into compliance with EPA standards. Installation of hardware and software, training, and implementation.					
Status	Ongoing	Appr Year	1999	Implementing Agency	DMV
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$3,878,500	\$3,878,500	\$1,611,255	\$18,599	\$0	\$2,248,646
Planned Remaining Spending					
Inspection station infrastructure upgrades, including Phase IV implementation for reports consolidation, training, and contractual DMV assistance.					
Project Number	RID01C	Project Title	Real ID Act Implementation		
Project Description					
The Real ID Act requires a wide range of procedural, physical and system requirements for the issuance of state driver licenses and IDs which must be in place by Jan 15, 2013. There will be new documentation standards, technology standards, physical standards and production standards. Includes an evaluation of the impact of the Real ID Act on existing programs, development specifications for changes, RFP preparation for the changes, vendor selection, and implementation of the changes. Although DC DMV has not committed to implementing Real ID, we will move forward on the majority of the initiatives required for Real ID which are considered best practices in the industry.					
Status	Ongoing	Appr Year	2007	Implementing Agency	DMV
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance

\$12,525,000	\$3,046,000	\$0	\$24,998	\$2,956,000	\$65,002
Planned Remaining Spending					
In support of the Secure Credentialing project that supports the Real ID initiatives					
Project Number	WA640C	Project Title	Destiny IT Infrastructure Support		
Project Description					
There are a number of new development needs that affect infrastructure ranging from the local area network to the mainframe. Of special concern are mainframe components such as InterSpace, which is a middleware product that IBM stopped supporting. This and other older technologies are targeted for replacement and/or updating as the Destiny technology base is migrated to an infrastructure better able to meet the needs for a secure credential and the needs for current technology platform flexibility such as a web-based system.					
Status	Ongoing	Appr Year	2004	Implementing Agency	DMV
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$8,250,000	\$5,223,299	\$3,524,474	\$50,526	\$0	\$1,648,299
Planned Remaining Spending					
New Ticket Processing System for the District					
Project Number	N1713C	Project Title	Tech City - Apex- DMV Destiny		
Project Description					
Provide support staff to update DESTINY as needed and system enhancements as planned by the customer. This staff base will be supplemented with contractors to implement Phase II of the DESTINY project, enhancement of operational processes. Phase II includes the change to commercial driver licensing to meet current regulations and changes to synchronize renewal dates for inspections and vehicle registrations. Phase II also includes second generation enhancements.					
Status	Ongoing	Appr Year	2006	Implementing Agency	OCTO
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$8,391,000	\$8,391,000	\$8,373,779	\$0	\$0	\$17,220
Planned Remaining Spending					
OCTO will close this project,					

- 16 Please provide a complete accounting of all **federal grants** received for FY 2012 and FY 2013, to date.

Response: See table below for FY12. To date, we have not received any FY13 grants.

Department of Motor Vehicles Grants Received in FY 2012								
Award Date	Project Title	DC Project Number	Perf Period	Amount of Agreement	Req Number	PO Number	Vendor	Req Amount
8/31/2012	FY 2012 PRISM: Prepare Registration System for Registrant -Only Elimination	PRISM2/12	9/01/2012 - 8/31/2014	\$8,910.00	RQ800165	N/A	Xerox	\$8,910.00

- 17 Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2012 and FY 2013, 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 FY12/13 DMV Contracts and FY12/13 DMV Purchase Orders

C. LAWS, AUDITS, AND STUDIES

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

Response: The "Commercial Driver License Minimum Age Requirement Amendment Act of 2010", which was passed on September 24, 2010, allows the agency to issue CDLs to qualified operators less than 21 years of age, subject to certain restrictions. As of Dec 2010, the licensing computer system was enhanced to issue the new CDL Intrastate driver license for individuals under 21 years old. However, the cost for the new

license card will be approximately \$35,000. Although we initially were seeking grant funds, we included the programming requirement in our pending DL/ID secure credential contract. To date, we are not aware of anyone who has applied for this Intrastate CDL.

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

Response: None

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

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

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER'S LICENSES	1/20/2012
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	6/18/2010
4	MOTOR VEHICLE TITLE AND REGISTRATION	6/18/2010
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	3/3/2010
7	MOTOR VEHICLE EQUIPMENT	6/18/2010
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	3/14/2007
10	PROCEDURES FOR ADMINISTRATIVE HEARINGS	10/23/2012*
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	CLASSIFICATION AND ISSUANCE OF COMMERCIAL DRIVER'S LICENSES	10/21/2011
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	11/5/12
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	9/16/2011
99	DEFINITIONS (jointly with DDOT)	6/18/2010
	*L19-0187, "Automated Traffic Enforcement Amendment Act of 2012"	

- 21 Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2012 that significantly affect agency operations.

Response: None

- 22 Please provide a list of all **MOUs** in place during FY 2012.

Response: See response to Question 13.

- 23 Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2012. Please state the status and purpose of each study.

Response: None

- 24 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 2012 or FY 2013, to date.

Response: See table below

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY13	DMV/OIG	Investigation into preferential treatment given to customer(s) by non-DMV employee assigned to DMV service centers.	Ongoing
FY12	DC Auditor	DC Education Fund Audit	Ongoing
FY12	DMV/USSS	Investigation into the unauthorized issuance of DC identification cards and drivers licenses.	Complete
FY12	DMV/OIG	Investigation into the unauthorized issuance of DC temporary tags.	Complete
FY12	OIG	Ticket Processing Contract Audit	Complete

- 25 Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

Response: See table below

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY12	OIG	Ticket Processing Contract Audit	OIG recommended contract be put out to bid. Although an RFP was issued approximately four months ago, there were no bidders. Refer to Question #32's response for full list of recommendations.

D. PROGRAM-SPECIFIC QUESTIONS

- 26 Please complete the attached chart. (Attachment 1)

Response: See attached DMV Adjudication Caseload Statistics

- 27 Please identify the common reasons for the dismissal of the following:
- Parking Citations

Response: There are 7 defenses to parking tickets found in 50-2303.05(a)(2). The ticket is dismissed if 1) the respondent was not the owner or lessee of the vehicle at the time the ticket was issued; 2) the vehicle or its tags were stolen at the time the ticket was issued; 3) the relevant signs were missing or obscured; 4) the parking meter was broken (as confirmed by DDOT); 5) the facts alleged on the ticket are not consistent with the law; 6) sudden mechanical failure; or 7) sudden medical emergency.

- Moving Citations

Response: Per DC Code §50-2302.05 (b)(3), a ticket for failure to maintain insurance is dismissed if the vehicle owner can establish that insurance was in effect on the day the ticket was issued. Also, when adjudicated by mail, tickets are dismissed if the officer has failed to record adequate notes on the back of the citation to allow the government to meet its burden of establishing the violation by clear and convincing evidence.

- Photo Citations

Response: Defenses to photo enforcement tickets are found in 50-2209.02(d). Specifically, the ticket is dismissed if the vehicle owner establishes that 1) they were yielding the right of way to an emergency vehicle; 2) the vehicle or vehicle tags were reported stolen prior to the citation; 3) the vehicle was part of a funeral procession; or 4) the driver acted at the direction of a law enforcement officer.

- Taxicab Citations

Response: Same defenses available for moving citations. See above.

28 Please provide the following information about the Traffic Adjudication Appeals Board (TAAB):

- The name, term, panel number, and whether the member is a District employee for each Board member
- The compensation provided to Board members
- The procedures for hiring/appointing and qualifications necessary for Board members

Response: The requirements for establishment of the Appeals Board are found in DC Code 50-2304.01. Currently, there are three Boards. Each Board consists of 3 members: a DMV employee, a citizen member and an attorney from the OAG. The only compensated member is the citizen member who is paid at the rate of a DS-14. The government members volunteer. The positions are part time with each Board meeting weekly.

The members of Board 1 are Edith Roberts (citizen member) and Richard Prunchak (DMV member). The Board is currently without an OAG attorney member as Bayly Leighton recently resigned. The members of Board 2 are Nadine Robinson (citizen member), Carole Cade (DMV member), and Tannisha Bell (attorney member, OAG). The members of Board 3 are Sheila Kaplan (citizen member), Gabriel Robinson (DMV member), and Sherminah Jones (attorney member, OAG).

The position announcement states the following required qualifications: “Experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and is typically in or related to the work of the position to be filled. To be creditable, at least one year of specialized experience must have been equivalent to the next lower grade in the normal line of progression for the occupation.” There is also allowable

substitution of education for experience. The ranking factors are listed as: Expert knowledge and experience working with the provisions of the DC Administrative Procedures Act; expert knowledge and experience working with the DC Municipal Regulations and DC Code; demonstrated ability to communicate orally and in writing and to coordinate work with others to execute assignments; skill and experience in interpreting and applying DC administrative orders, municipal regulations, statutes, rules of law and court opinions to relevant facts and assertions on matters such as those that may be presented on appeal; and proficiency in the use of personal computers to draft and finalize written products and the use of specialized databases

29 What is the status of the creation of a third adjudication panel?

Response: The third Appeal's Board was created in October 2012.

30 What is the status of online ticket adjudication process?

- How many people have taken advantage of online adjudications in FY 2012 and FY 2013 to date?

Response: Online ticket adjudication now constitutes a significant portion of total adjudication requests. In FY 2012, there were 128,366 adjudication requests using this method, and in FY 2013 through January there were 46,659 adjudication requests

31 Please explain the timeframe for a hearing examiner to issue a final order.

Response: For FY13 through 1/31/2013, 83% of the mail adjudication was decided within 150 days of receipt. In FY12, 87% of tickets adjudicated by mail (parking, moving and photo) were adjudicated within 150 days of submission. As law and parking enforcement agencies move to more automated enforcement, and with the increase in ticket fines, our mail adjudication volume continues to increase each year, while our staffing has remained nearly constant.

- Did this timeframe change in FY 2012?

Response: Yes, see the response above.

- Please describe the agency's efforts during FY 2012 to reduce this timeframe.

Response: DMV created an internship program in which law school students or recent law school grads were able to receive credit and/or experience in exchange for working with Adjudication Services. These

students read specific categories of ticket challenges and made recommendations for disposal based on specific guidelines and criteria provided. Their recommendations were reviewed and signed off by a hearing examiner, and then uploaded to the system via batch processing. This significantly reduced the number of tickets to be decided in the workflow queues.

- What does DMV plan to do in FY 2013 to reduce this timeframe?

Response: DMV will try to recruit additional interns. In addition, DMV will continue to consider its current staffing, scheduling and operational models for opportunities to reduce wait time.

- 32 What actions has DMV taken to comply with the recommendations made by the Office of the Inspector General's "Audit of the District's Department of Motor Vehicles Ticket Processing Services" on November 15, 2012?

Response: The OIG's Audit Report contained 9 recommendations.

The first recommendation was to solicit and award a new, competitively bid contract for ticket processing and related services prior to the expiration of the sole source extension on January 2, 2013. A solicitation for the Ticket and Adjudication Services System (TASS) contract closed on January 30, 2013. However, there were not bids. Therefore, OCP and DMV are considering the next steps.

The second recommendation was to ensure audits of the District's traffic ticketing activities and financial transactions are performed after establishing a feasible frequency of performing the audits. Since the audit recommendation, quarterly audits have been performed on schedule and will continue until such time as the contract is modified to provide for annual audits.

The third recommendation was to assess the feasibility of performing the quarterly audits and determine whether the frequency of performing the audits needs changing in future contracts. DMV agrees with OCP that the contract audits are better suited to annual performance, and accordingly an annual audit requirement has been incorporated into the TASS solicitation.

The fourth recommendation was to analyze the voided and warning ticket data that ACS has billed to determine the percentage of voided tickets and the dollar value paid, and if the percentage of voided tickets is considerably lower than the percentage of warning tickets, consider renegotiating the terms of the ticket processing services contract to cap

the fee for maintaining voided citations in the ticket database. The one-year contract extension issued to Xerox for ticket processing services, effective January 3, 2013, provides for processing of all void tickets at no cost to the District. In addition, it provides for processing of parking and moving warning tickets at no cost to the District.

The fifth recommendation was to design, document and implement a reconciliation control for voidance processing of traffic tickets or citations. A new procedure has been implemented for supervisory review of the daily online disposition report for void transactions entered by DMV personnel. This report will be compared to the void request list to determine if unauthorized voids are entered and any exceptions will be reported to management.

The sixth recommendation was to establish internal control procedures to ensure separation of duties between the employee processing the void transactions and the employee reconciling the processed transactions to the void request list. The new supervisory review procedure will ensure the supervisor or designee, who is not the individual who entered the void transactions, will regularly review the daily online disposition report for void transactions entered by DMV personnel.

The seventh recommendation was to develop a process and establish formal procedures for providing ticket dismissal analysis data and reports to ticket-issuing agencies and law enforcement partners on a quarterly basis. DMV has scheduled an automated dismissal report to be e-mailed to designated contact persons within primary ticket issuing agencies on a monthly basis.

The eighth recommendation was to identify and recommend areas in which each law enforcement partner needs to improve scheduling to ensure officers attend hearings and provide adequate training for ticket enforcement personnel to minimize preventable ticket dismissals. DMV has actively facilitated the efficiency of officer scheduling by having agency court liaisons log into the Business Objects reporting system to schedule and reschedule officer appearances as well as review their schedules. In addition, the monthly dismissal report automatically distributed to contacts in primary ticket issuing agencies has been expanded to include additional dismissal reasons. It is the ticket issuing agency's role to train its ticket writers.

The ninth recommendation was to review the system for other tickets/citations that the issuing agency may have submitted for voidance processing after DMV adjudication of liability and ascertain whether there is a need to design and implement a control to prevent future occurrences. Whereas DMV does not disagree that controls should be in place to ensure

void requests are not open to abuse by the issuing agency, the issuing agency has the responsibility for putting proper controls in place to ensure all void requests are properly authorized by the agency. Such internal controls are not the responsibility of DMV.

- Additionally, what specific steps is DMV taking to prevent continued issues like the estimated 31,600 dismissed tickets in 2010 (\$4.1 million in lost revenue from fines and penalties) that OIG considered preventable?

Response: DMV has developed and currently distributes an automated dismissal report on a monthly basis to primary ticket issuing agencies and has facilitated efficiency of officer scheduling. DMV also provides assistance to agency liaisons in use of the online system, provides guidance and instructions to liaisons as necessary, and arranges for their access to the hearing calendar application. However, it is not the responsibility of DMV for officers to appear at hearings; it is the responsibility of the issuing agency. In our role as an administrative court, in terms of our adjudication function, DMV does not agree that it is our role to train ticket writers or to ensure that tickets get upheld. It is DMV's primary responsibility to provide a fair and equitable hearing and to retain impartiality. The DC Code sets out the defenses to parking, moving and photo enforcement violations that are available to citizens, and if these defenses are established dismissal is appropriate.

- 33 What steps has DMV taken to ensure that tickets are not issued on vehicles with surrendered tags or where the make and model do not match the tag number for which a ticket is issued?

Response: DMV does not issue tickets; however, DMV continues to provide law and parking enforcement agencies with management reports which highlight dismissal of tickets issued by their agency for ticket writer errors such as wrong make of vehicle.

- 34 What is the status of DMV's exploration of the feasibility of partnering with area law school to create a program to help adjudicate tickets?

Response: See response to question 31

- 35 How many vehicles were titled in FY 2012?

Response: 65,883

- Please list the number of license plates, by type, that were issued to vehicle owners.

Response: See table below

FY2012 Tags Issued	
Tag Type	# Tags Issued
ALPHA KAPPA ALPHA TAGS	5
ANACOSTIA RIVER COMMEMORATIVE TAGS	624
AT SU ALUMNI TAGS	1
BUS TAGS	798
CLERGY TAGS	8
COMMERCIAL TAGS	883
DC GOVT TAGS	729
DC LODGE TAGS	27
DEALER REASSIGNMENT FORMS	1,794
DEALER TAGS	408
DEALER TEMPORARY TAGS	949
DELTA SIGMA THETA TAGS	7
DISABILITY TAGS	333
DISABLED AMERICAN VETERAN TAGS	7
DISABLED VETERAN TAGS	1
DISABILITY PLACARDS	11,198
DOCTOR TAGS	2
FIRE FIGHTER TAGS	24
HISTORICAL TAGS	138
INSPECTION STICKER	19,467
KAPPA ALPHA PSI FRATERNITY	4
LIMOUSINE TAGS	41
LOW TAGS	115
MASONS TAGS	2
MOTORCYCLE TAGS	1,253
MOTORCYCLE TEMPORARY TAGS	162
NATIONAL ASSOCIATION OF BLACK SCUBA DIVERS	1
NON-DRIVER DISABILITY PLACARDS	15
OFFICE OF VETERANS AFFAIRS TAGS	34
OMEGA PSI PHI TAGS	4

FY2012 Tags Issued	
Tag Type	# Tags Issued
ONE WEEK PLACARDS	30
PERSONALIZED TAGS	675
PLEASURE TAGS	54,581
PORSCHE CLUB OF AMERICA	6
RENTAL TAGS	1,388
ST. JOHN'S COLLEGE	1
TAXI TAGS	796
TEMPORARY DISABLITY PLACARDS	4
TEMPORARY TAGS	16,709
THE GEORGE WASHINGTON UNIVERSITY	2
TRAILER TAGS	187
TRANSPORT TAGS	8
UNIVERSITY OF MICHIGAN	9
VETERANS OF FOREIGN WARS OF US	1
WHITE STARS TAGS	1
WWW TAGS	390
Total	113,822

- 36 Has DMV considered new or innovative ways to encourage District residents to become organ donors?

Response: In FY12, DMV conducted employee incentives to encourage employees to actively ask customers whether they wanted to be organ donors. Employees also participated in the April Donate Life Awareness Month by wearing t-shirts and handing out leaflets. Additionally, to promote awareness, the DMV Director appeared in an “I Am Hope” public service announcement and walked in the Cherry Blossom Parade with the Donate Life float. For FY13/14, DMV will consider advancing legislation to “opt-in” versus “opt-out” for organ donor designees.

- 37 DMV used to administer HIV tests at its service centers in conjunction with DOH. What is the status of this project?

Response: Family and Medical Counseling Service, in collaboration with the DC Department of Health, continues to provide free HIV testing at DMV's Penn Branch Service Center. To date, 13,636 individuals have been tested.

- 38 With 1000 new residents moving to the District each month, what is DMV's plan for increasing its capacity to meet the growing needs for its services?

Response: DMV continues to promote our "SkiptheTrip" campaign to encourage customers to use our online and by mail services to reduce the wait time at our in-person locations. Our new Rhode Island Service Center has also been built with extra capacity so we can easily expand with additional staffing. We are also in negotiations to open a fourth service center location to accommodate the increased population.

- 39 For each service center, please indicate the day of the week and/or time(s) of the day that experience the longest and shortest wait time. How long or how short are those wait times, on average?

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

Penn Branch Service Center:

Longest average waiting time is approx. 35 minutes on Tuesdays

Shortest average waiting time is approx. 15 minutes on Thursdays

Southwest Service Center:

Longest average waiting time is approx. 55 minutes on Tuesdays

Shortest average waiting time is approx. 30 minutes on Thursdays

Temporary Service Center:

Longest average waiting time is approx. 45 minutes on Mondays

Shortest average waiting time is approx. 25 minutes on Thursdays

- 40 Has DMV sought to introduce innovative or new ways (like an appointment system) to reduce congestion at its service centers?

Response: With the anticipation of a fourth service center and the potential for a new queuing system, DMV is exploring the possibility of offering appointments for major transactions, such as driver license conversions and vehicle titling/registration, in the latter part of FY14.

- What steps has DMV taken to increase the number of people who conduct transactions online for those services that may be completed online?

Response: During the first two quarters of FY13, DMV has been promoting our "SkiptheTrip" campaign to encourage customers to use

online services. As compared to FY11, the use of online services has increased by over 50%.

Attachments

1. DMV FY13 Organizational Chart
2. DMV FY2013 Schedule A Position List
3. DMV FY12/13 Initiatives
4. DMV FY12/13 Contracts
5. DMV FY12/13 Purchase Orders
6. DMV Adjudication Caseload Statistics