



## DC DMV Communication Related to Reinstating Suspended Driver Licenses and Driving Privileges (As of December 10, 2018)

In accordance with District Law L22-0175, Traffic and Parking Ticket Penalty Amendment Act of 2017, the [DC Department of Motor Vehicles](#) (DC DMV) has reinstated driver licenses and driving privileges for residents and non-residents whose credential was suspended for one of the following reasons:

- Failure to pay a moving violation;
- Failure to pay a moving violation after being found liable at a hearing; or
- Failure to appear for a hearing on a moving violation.

DC DMV is mailing notification letters to residents and non-residents affected by the law. District residents who have their driver license or learner permit, including commercial driver license (CDL), reinstated and have outstanding tickets are [boot eligible](#) if they have two or more outstanding tickets. If a District resident has an unpaid moving violation in a different jurisdiction, then his or her driving privileges may still be suspended in that jurisdiction until the moving violation is paid.

If the resident's driver license or CDL is not REAL ID compliant (i.e., there is a black star in the upper right-hand corner) and expired, then to renew the credential, the resident will need to provide DC DMV with:

- [One proof of identity](#);
- [One proof of Social Security Number](#); and
- [Two proofs of DC residency](#).

If the resident has a [name change](#), then additional documentation, such as a marriage license, divorce order, or name change court order is required. DC DMV only accepts the documents listed on its website at [www.dmv.dc.gov](http://www.dmv.dc.gov).

If the DC driver license has been expired for more than 365 days, the resident must take and pass the [Knowledge Test](#) or take the [District's online traffic school course](#). If the license has been expired for more than 545 days, the resident must take and pass the [Knowledge Test](#) and [Road Skills Test](#), which is available by appointment only.

If the resident no longer physically possesses the reinstated, valid driver license, then the resident will be required to visit a [DC DMV Service Center](#) to obtain a duplicate

credential for a fee of \$20. CDL holders can obtain a duplicate from the [Brentwood CDL Office](#) located at 1205 Brentwood Road, NE. For a duplicate license, the resident may be required to bring the documents listed above if the original credential was not REAL ID compliant.

For those who have converted from a driver license to an identification card and who want to obtain a driver license, they must start the process from the beginning by retesting.

Finally, if a resident has another unresolved license related issue, such as non-compliance with child support or 10 or more driver record points, then the resident's license will remain suspended until the other issue(s) are resolved. Once reinstated, if a resident needs to obtain a duplicate license or renew his or her license, then the resident is still responsible for paying any outstanding tickets.

**2019 Performance Oversight Questions**  
***Department of Motor Vehicles***

**A. ORGANIZATION AND OPERATIONS**

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

**Response:** See attached DMV FY2019 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. Note this is an internal program with no FTEs.
Vehicle Services	International Registration Program	Provides for administration of the District of Columbia’s participation in the U.S. based plan, which allows for the distribution of registration fees for commercial motor vehicles traveling inter-jurisdictionally through member states and provinces. Registered fleets include vehicles greater than 26,000 pounds, traveling in more than one jurisdiction.
Driver Services	N/A	Provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so they may legally operate their vehicles.
Driver Services	Licensing	Provides driver certification and identification services to residents to ensure that they have the proper credentials to reflect identity, residence, and driving qualifications. There are four service centers and one road test location which provides all in-person licensing and registration services to customers.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicle databases and service functions. Note this is an internal program with no FTEs.
Technology Services	Ticket Information System	Provides for the operation of the adjudication ticket processing database and system. Note this is an internal program with no FTEs.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes personnel, training, customer service, administrative services, legislative affairs, communications, performance management, facility management, warehousing and inventory control.
Agency Management	Communications	Provides communication services to include media inquiries, customer correspondence, program communications and social media.
Agency Management	Personnel	Provides human resources support for DMV to assure operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Training	Provides training to assure professional development of DMV personnel and accurate and consistent delivery of DMV services by knowledgeable employees.
Agency Management	Property Management	Provides facility maintenance by the Department of General Services. Note this is an internal program with no FTEs.
Agency Management	Legal Services	Provides legal counsel to the agency as it relates to DMV regulations and legislation.
Agency Management	Language Access Act	Provides language interpretation and translation services. Note this is an internal program with no FTEs.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory, risk and integrity management and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services, using the Office of the Chief Financial Officer personnel, to DMV so the financial integrity of the District of Columbia is maintained.
Agency Financial Operations	Budget Operations	Works with program staff to develop, champion and manage the annual budget for the agency.
Agency Financial Operations	Accounting Operations	Ensures revenue is properly accounted for utilizing acceptable accounting rules.

- Please include a list of the employees (name and title) for each subdivision and the number of vacant, frozen, and filled positions. For vacant positions, please indicate how long the position has been vacant.

**Response:** See attached DMV FY2019 Position List.

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

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

2. Please list each **new program** implemented by the agency during FY 2018 and FY 2019, to date. For each initiative please provide:

- A description of the initiative, including when begun and when completed (or expected to be completed);
- The funding required to implement the initiative;
- Any documented results of the initiative.

**Response:** See initiatives below.

### **FY18/19 Department of Motor Vehicles Initiatives**

#### **Initiative 1: Roll out electronic road test scoring.**

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

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

#### **Initiative 2: Create digital registration card.**

**Description:** DMV will partner with the Office of the Chief Technology Officer (OCTO) to create a digital vehicle registration for customer use, which will supplement the paper registration card. This will give customers the option of carrying the printed and/or digital version. If information is updated, such as address, the digital version will be updated instantly, opposed to waiting for the new document to arrive by mail.

**Status Update:** As of June 30, 2018, a digital vehicle registration application was created and is available on I-Tunes for iOS and Android for smart phones. Law enforcement has been notified of the new app, which includes color coding that allows you to see if the registration is valid, expired, suspended or pending renewal. Funding was absorbed by DMV's internal OCTO programmers.

#### **Initiative 3: Implement automatic voter registration process.**

**Description:** Currently, on an opt-in basis, DMV captures and electronically transfers, to the Board of Elections, basic resident information that registers them to vote when obtaining license or identification services. DMV will implement the legislative requirement to automatically register eligible residents to vote, unless they opt-out. This will require DMV to capture additional voter registration information such as previous and mailing addresses and whether assistance is required at the polls. This additional information will require major updates to the licensing system.

**Status Update:** Effective June 30, 2018, DC DMV began automatically enrolling residents to vote which includes capturing all required information and electronically sending it to the Board of Elections. \$200,000 in funding was provided by the Council to implement this initiative which was started in December 2017.

#### **Initiative 4: Create enhanced customer satisfaction survey.**

**Description:** DMV will implement a survey that will provide feedback from customers regarding their visit. This will determine whether the customers were satisfied upon completion of their transaction. The survey information will help DMV improve its operations and processes.

**Status Update:** Effective June 30, 2018, "R U Happy" kiosks were installed at all DMV locations to allow customers to indicate their overall customer satisfaction using emojis. Approximately \$15,400 in funding was used for this initiative which was started in November 2018.

#### **Initiative 5: Create senior and teen websites.**

**Description:** To effectively target the specific driving seniors and teens, DMV will create websites for these two demographics and link the websites to the main DMV website. Within these websites, both groups will find information, updates and tips geared towards their needs and challenges.

**Status Update:** Effective June 30, 2018, DMV rolled out senior and teen websites that provides specific DMV information to these populations. Approximately \$9,000 in funding was used for this initiative which was started in December 2018.

#### **Initiative 6: Hold quarterly town hall meetings.**

**Description:** To afford residents an opportunity to voice their opinion, as well as, to ensure accurate information is communicated to the public, DMV will hold four town hall meetings, one in each quarter, in each quadrant of the city. Accurate and consistent agency information is critical to ensuring residents can complete DMV transactions in one visit.

**Status Update:** The agency completed this initiative by holding the following town hall meetings: Southwest Service Center on December 19, 2017; Rhode Island Service Center on February 27, 2018; Benning Ridge Service Center on June 26, 2018; and Georgetown Service Center on August 14, 2018. No funding was required for this initiative.

#### **Initiative 7: Review and modify Title 18 for adjudication, licensing/ identification, titling, registration and inspection.**

**Description:** DMV has not conducted a comprehensive review of its regulations in over ten years. Therefore, a review is necessary to ensure the regulations are updated to reflect operational requirements and best practices. To achieve this objective, DMV will review and submit regulations to update the District of Columbia Municipal

Regulations Title 18 related to the licensing, identification, titling, registration, inspection and adjudication functions.

**Status Update:** On September 25, 2018, DMV submitted to the Office of the City Administrator and the Office of Policy and Legislative Affairs proposed rulemaking pertaining to these functions. The regulations are pending submission to the Office of the Attorney General for legal sufficiency. No funding was required for this initiative which was started in March 2018.

**Initiative 8: Implement enhanced Ticket Alert Service (TAS) texts and text renewal reminders.**

**Description:** DMV will coordinate with OCTO to provide renewal notice text alerts, for licenses, identification cards, inspection and vehicle registration, for those customers with a cell phone number on file. Additionally, DMV will work with our vendor to add the ability for TAS account holders to receive text ticket related information. Customers will have the option to opt out of these text services so as not to incur phone charges.

**Status Update:** Effective June 30, 2018, DMV implemented text renewal reminders for driver licenses, ID cards, inspection and vehicle registration. On September 28, 2018, DMV rolled out the ability for customers to receive text alerts when their vehicle has ticket related activity, including booting and towing. Funding for both of these items, which were started in November 2018, were absorbed by DMV's internal OCTO programmers and the ticket processing vendor.

**Initiative 9: Develop public service announcement videos.**

**Description:** DMV will create a minimum of ten public service announcements (PSAs) and videos related to DMV functions and processes. Accurate and consistent agency information is critical to ensuring residents can complete their DMV transactions in one visit.

**Status Update:** To provide customers with information about DC DMV and assist them in completing their DMV business in one transaction, the agency created ten public service announcements that are posted on our YouTube page. The videos, which were started in August 2018, were posted on the website by September 28, 2018. \$1,920 in funding was used for this initiative.

**Initiative 10: Increase number of child car seat installations.**

**Description:** According to the American Automobile Association (AAA), three out of four child car seats are installed incorrectly. DMV will increase the number of car seat safety inspections by 20 percent (as compared to FY17) to ensure District residents have the tools and training to keep their children safe.

**Status Update:** DMV increased the number of car seat safety inspections from FY17 by 52 percent. The increase was due to having additional inspectors certified as car seat installers and increasing our outreach, which started in August 2018, for our annual car seat event at the Inspection Station on September 29, 2018. Approximately \$300 in funding was used for this initiative.

**Initiative 11: Update DMV driver manual.**

**Description:** To keep up-to-date with changes to regulations and best practices, the DMV driver manual will be refreshed. The new version will have the latest information

related to drivers, pedestrians, bicyclists and streetcars. This initiative also supports Vision Zero.

**Status Update:** Starting in February 2018, the driver manual underwent a thorough review and content refresh to provide a more user-friendly and helpful resource to customers. Additionally, at the request of Councilmember Mary Cheh and the District Department of Transportation, information related to the Dutch Reach and Hawk Crossing Signals was also included in the manual.

#### **Initiative 12: 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 2018, DMV will train 90 percent of frontline employees on customer service techniques.

**Status Update:** DMV started the training in July 2018 and trained 96 percent of frontline employees by September 2018. Although our in-house trainer was used to create and conduct the training, DMV spent approximately \$57,164 in overtime for employees to attend training.

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

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

**Status Update:** Phase one, which included the inside customer and employee areas, was completed in April 2016. Phase two, which included creation of a gas room, window replacement and inspection lane upgrades, started in March 2017 and was 95 percent complete by January 31, 2019. We are currently awaiting printer cabinets for the inspection lanes and estimate completion by April 31, 2019. Funding has been \$2M in capital funds.

#### **Initiative 14: Implement self-service inspection kiosk.**

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

**Status Update:** Although the OBD kiosk was received from the vendor and tested by September 30, 2017, it was not installed for customer use. This was due to the requirement to brief the community and ANC about the kiosk prior to installation. Additionally, digging permits were required to access electricity for the kiosk installation. The Council provided \$300,000 in funding to complete this initiative. DMV spent approximately \$150,000 in FY17 and displaced \$150,000 in FY18/19 such that funding is still available to complete the initiative. We are still awaiting digging permits and expect installation to be complete in June 2019.

3. Please provide a complete, up-to-date **position listing** for your agency, ordered by program and activity, and including the following information for each position:

- Title of position;
- Name of employee or statement that the position is vacant, unfunded, or proposed;
- Date employee began in position;
- Salary and fringe benefits (separately), including the specific grade, series, and step of position;
- Job status (continuing/term/temporary/contract);
- Whether the position must be filled to comply with federal or local law.

*Please note the date that the information was collected*

**Response:** See attached DMV FY2019 Position List.

4. Does the agency conduct annual **performance evaluations** of all of its employees, and was this done in FY 2018? Who conducts such evaluations? What are they performance measures by which employees are evaluated? What steps are taken to ensure that all agency employees are meeting individual job requirements? What steps are taken when an employee does not meet individual job requirements?

**Response:** SMART (Specific, Measurable, Achievable, Relevant and Time-Related) goals were established for all employees early in the performance year and entered into the PeopleSoft performance management system following review/agreement by the management chain. Goals for measuring/monitoring employee performance were included in the supervisors' goals. Employees' performance measures are mainly related to customer wait time, employee attendance, employee transaction time, and employee work habits. All supervisors meet regularly with employees and provide quantitative feedback on performance and coaching. If necessary, employees were placed on Performance Improvement Plans to further monitor performance and provide training/counseling/coaching. The end-of-year performance evaluations were reviewed and approved by the Administrators. All evaluations below a 3 (i.e., valued employee) were reviewed by the Director. For FY18, 100 percent of eligible employees received performance evaluations from their supervisor.

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

**Response:** See below.

Position Name: Support Services Specialist; Organization Unit: Support Services;  
Hourly Rate: \$23/hour; Company: Rizeup Technologies

7. Please provide the Committee with:

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

**Response:** See table below.

Name	IPAD/ Surface Pro	Laptop	Cell Phone	WIFI Device
Amit Vora	X			X
Andrew Noall			X	
Angela Brighthart			X	
Appeals Board (Adjudication)		XXX		
Beverly Keenon			X	
Bobby McAdams	X		X	
Brigid Anderson	X		X	
Calvin Dyson	X	X	X	
Cassandra Claytor	X		X	
CDL Test Examiner			X	
Cherice Stanley			X	
Christopher Dina			X	
Claude Thomas		X	X	X
Cordero Kimbrell		X		
Darnell Fountain			X	X
Darrell Bryant			X	
David Glasser	X			X
Dominic Dickerson			X	
Edward Tate			X	
Fabien Toussaint			X	
Gabriel Golson			X	
Gledion Goci			X	
Greg Simpson			X	

Name	IPAD/ Surface Pro	Laptop	Cell Phone	WIFI Device
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	
Karen Tate		X	X	
Kathleen King			X	
Kevin Branch			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	
Patrick Spencer			X	
Paula Coyoy	X		X	
Raja Bandla		X	X	X
Rakonda Cobb	X		X	
Rick Whitley			X	
Robert Johnson			X	
Robert W Brown (Temp using Phone)			X	
Ronald Pleasant			X	
Shawn Adams		X	X	
Tanya Forbes	X		X	

Name	IPAD/ Surface Pro	Laptop	Cell Phone	WIFI Device
Terrie Winnegan			X	
Tonya Miller			X	
Tyronica Best			X	
Vanessa Newton		X	X	
Wanda Butler	X		X	
Zainab Al- Shammary		X	X	

- ◆ Please provide the total cost for mobile communications and devices at the agency for FY 2018 and FY 2019 to date, including equipment and service plans.

**Response:**

FY18 Telecommunication costs: \$347,452

FY19 (as of Dec 2018) Telecommunication costs: \$60,218

- 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
2018 TOYOTA COROLLA	OWN	Support Services	DC-12167
2018 TOYOTA COROLLA	OWN	IT	DC-12168
2018 TOYOTA COROLLA	OWN	Service Integrity	DC-12169
2018 TOYOTA SIENNA	OWN	Support Services	DC-11970
2018 CHEVROLET EXPRESS CARGO VAN	LEASE	Support Services	DC-12450
2018 FORD F-350	LEASE	Inspection Station	DC-12236

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2008 DODGE CARAVAN SE	OWN	IT	DC-5497
2014 DODGE CARAVAN	OWN	Support Services	DC-8804

- A list of employee bonuses or special award pay granted in FY 2018 and FY 2019, to date.

**Response:** See table below. All awards were based on the guidelines in the District Personnel Manual, Chapter 19 Incentive Awards.

Employee Name	Location/Division	Award Type	Award Amount
Greg Simpson	Inspection Station/Vehicle Services	Special Act	1,000.00
Horniman Orjisson	Inspection Station/Vehicle Services	Special Act	1,000.00
Christopher Dina	Vehicle Services	Special Act	1,000.00
Darnell Fountain	Vehicle Services	Special Act	1,000.00
Patrick Spencer	Inspection Station/Vehicle Services	Special Act	2,000.00
Calvin Dyson	Brentwood/Driver Services	Service Award	3,000.00
Tyrina Gordon	Georgetown/Driver Services	Service Award	2,000.00
Marquis Miles	Driver Services	Monetary Award	5,000.00
Tracey Lee	Benning Ridge/Driver Services	Exemplary Performance	2,000.00
Ronnie Dampier	Adjudication Services	Exemplary Performance	3,000.00
Natasha James	Brentwood/Driver Services	Exemplary Performance	2,000.00
Lauren James	Inspection Station/Vehicle Services	Tangible Item Award	100.00
Kevin Lewis	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Maurice Kartey	Inspection Station/Vehicle Services	Tangible Item Award	100.00
Sheila Starks	Inspection Station/Vehicle Services	Tangible Item Award	100.00
Rashad Lee	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Raymond Rivers	Inspection Station/Vehicle Services	Tangible Item Award	50.00

<b>Employee Name</b>	<b>Location/Division</b>	<b>Award Type</b>	<b>Award Amount</b>
Franklin Norris	Inspection Station/Vehicle Services	Tangible Item Award	50.00
Karlotta Ford	Adjudication Services	Tangible Item Award	50.00
Dawn Smith	Adjudication Services	Tangible Item Award	50.00
Jacinta Ball	Georgetown/Driver Services	Tangible Item Award	50.00
DeChelle Hampton	Driver Services	Tangible Item Award	50.00
Gregory Furr	Rhode Island/Driver Services	Tangible Item Award	50.00
Jeanette Pinnix	Director Office	Tangible Item Award	50.00
Tiara Graham	Director Office	Tangible Item Award	50.00
Thurman Dunstan	Southwest/Driver Services	Tangible Item Award	50.00
Fabien Toussaint	Processing Center/Vehicle Services	Tangible Item Award	50.00
Angelica Macias	Adjudication Services	Tangible Item Award	50.00
Kraig Williams	Adjudication Services	Tangible Item Award	50.00
Asia Carpenter	Adjudication Services	Tangible Item Award	50.00
Tamara Hobbs	Adjudication Services	Tangible Item Award	50.00
Kimmylyn Marshall	Southwest/Driver Services	Tangible Item Award	50.00
Terrie Jackson	Support Services/Administrative Services	Tangible Item Award	50.00
Angela Brighthart	Support Services/Administrative Services	Tangible Item Award	50.00
Gabriel Golson	Support Services/Administrative Services	Tangible Item Award	50.00
Kevin Branch	Support Services/Administrative Services	Tangible Item Award	50.00
Yolanda Deloatch	Georgetown/Driver Services	Tangible Item Award	25.00
Timothy Jackson	Georgetown/Driver Services	Tangible Item Award	25.00

- 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>FY18</b>			
Joan Saleh	Driver Services Administrator	Inspection of Gemalto Production Facility	\$701
Amit Vora	Chief Information Officer	Inspection of Gemalto Production Facility	\$672
Marquis Miles	Management Analyst	Inspection of Gemalto Production Facility	\$682

<b>Name of Traveler</b>	<b>Position Title</b>	<b>Purpose</b>	<b>District Expenditures</b>
Leonard Golden	IT Specialist	Inspection of Imaging Facility	\$409
Ariel Reed	Assistant General Counsel	AAMVA 2018 Workshop & Law Institute Conference	\$1,536
Sharan Boyd	Hearing Examiner	AAMVA 2018 Workshop & Law Institute Conference	\$1,519
Alicia Roshell	Hearing Examiner	AAMVA 2018 Workshop & Law Institute Conference	\$1,694
Marquis Miles	Management Analyst	AAMVA 2018 Workshop & Law Institute Conference	\$1,610
Joan Saleh	Driver Services Administrator	National Seminars Training	\$0
Jacinta Ball	Service Center Manager	National Seminars Training	\$149
Rakonda Cobb	Service Center Manager	National Seminars Training	\$149
Gregory Furr	Service Center Manager	National Seminars Training	\$149
Sheila McClan	Service Center Manager	National Seminars Training	\$149
Calvin Dyson	Service Center Manager	National Seminars Training	\$112
David Glasser	General Counsel	Pennsylvania Automated Vehicles Summit 2018	\$875
Ronnie Dampier	Hearing Support Manager	National Forum for Black Public Administrators	\$1,926
Joan Saleh	Driver Services Administrator	AAMVA/FMCSA CDL Coordinators/IT Meeting	\$1,265
Calvin Dyson	Service Center Manager	AAMVA/FMCSA CDL Coordinators/IT Meeting	\$1,265
Rick Whitley	CDL Coordinator/IT Specialist	AAMVA/FMCSA CDL Coordinators/IT Meeting	\$1,265
Lucinda Babers	Director	AAMVA Region I Conference	\$1,082

<b>Name of Traveler</b>	<b>Position Title</b>	<b>Purpose</b>	<b>District Expenditures</b>
Kathleen Anderson-King	Supervisor	AAMVA Region I Conference	\$1,191
Joan Saleh	Driver Services Administrator	Association of Ignition Interlock Conference	\$2,291
David Glasser	General Counsel	Association of Ignition Interlock Conference	\$2,158
Dechelle Hampton	Staff Assistant	Association of Ignition Interlock Conference	\$2,240
Cassandra Claytor	Supervisory Hearing Examiner	Administrative Law Advance Conference	\$2646
Remigia Davis	Hearing Examiner	Administrative Law Advance Conference	\$2556
David Best	Hearing Examiner	Administrative Law Advance Conference	\$2574
Montii Osei-Djan	HR Assistant	Skill Path Human Resources Training	\$499
Marquis Miles	Management Analyst	Portal of Entry - Cook County jail tour	\$451
Sheila McClan	Service Center Manager	Portal of Entry - Cook County jail tour	\$515
Joan Saleh	Driver Services Administrator	Portal of Entry - Cook County jail tour	\$372
Lucinda Babers	Director	AAMVA International Conference	\$1432
Vanessa Newton	Associate Director	AAMVA International Conference	\$1564
Amit Vora	Chief Technology Office	AAMVA International Conference	\$1690
Darnell Fountain	Vehicles Services Administrator	AAMVA International Conference	\$1707
Jacinta Ball	Service Center Manager	AAMVA International Conference	\$1423
Joan Saleh	Driver Services Administrator	AAMVA International Conference	\$351

<b>Name of Traveler</b>	<b>Position Title</b>	<b>Purpose</b>	<b>District Expenditures</b>
Rakonda Cobb	Service Center Manager	AAMVA International Conference	\$281
Marquis Miles	Management Analyst	AAMVA International Conference	\$322
Leonard Golden	IT Specialist	Audit of Exela Technology (Imaging)	\$388
Joan Saleh	Driver Services Administrator	Visit, tour and inspect the MIDS/Gemalto facility	\$836
Marquis Miles	Management Analyst	Visit, tour and inspect the MIDS/Gemalto facility	\$871
Rickey Whitley	IT Specialist	Visit, tour and inspect the MIDS/Gemalto facility	\$822
Vanessa Newton	Associate Director	Facilities Management Comprehensive Course	\$1598
James Edwards	Support Services Manager	Facilities Management Comprehensive Course	\$1689
Calvin Dyson	Service Center Manager	CDL Examiner Update Training Course	\$1485
Justin Day	CDL Examiner	CDL Examiner Update Training Course	\$1536

<b>Name of Traveler</b>	<b>Position Title</b>	<b>Purpose</b>	<b>District Expenditures</b>
<b>FY19</b>			
Cassandra Claytor	Supervisory Hearing Examiner	Civil Mediation Conference	\$3,156
Joan Saleh	Driver Services Administrator	AAMVA Driver Standing Committee	\$1,231

<b>Name of Traveler</b>	<b>Position Title</b>	<b>Purpose</b>	<b>District Expenditures</b>
Ronnie Dampier	Management Analyst	National Forum for Black Public Administrators Executive	\$1,188
Jeanette Pinnix	Staff Assistant	Conference for Administrative Excellence	\$3,234
Dechelle Hampton	Staff Assistant	Conference for Administrative Excellence	\$3,177
Lucinda Babers	Director	AAMVA Region I Board Meeting	\$331
Joan Saleh	Driver Services Administrator	AAMVA Region I Board Meeting	\$544
Darnell Fountain	Vehicle Service Administrator	AAMVA Region I Board Meeting	\$202
Marquis Miles	Management Analyst	Vison Zero Cities Conference	\$1,804
Joan Saleh	Driver Services Administrator	Vison Zero Cities Conference	\$1,727
Ronnie Dampier	Management Analyst	National Forum for Black Public Administrators Executive	\$1,417
David Glasser	General Counsel	Employment Law Conference	\$709
Ariel Reed	Assistant General Counsel	NAPHSIS Identity & Security Conference	\$450
Marquis Miles	Management Analyst	NAPHSIS Identity & Security Conference	\$395
Amit Vora	Chief Information Officer	NAPHSIS Identity & Security Conference	\$484

- A list of the total overtime and worker's compensation payments paid in FY 2018 and FY 2019, to date.

**Response:** See information below.

Overtime

FY 2018 – \$214,887

FY 2019 (as of January End) – \$35,481

Workman's Compensation Payments

FY 2018 – \$48,540

FY 2019 (as of December End) – \$11,343

8. Please provide a list of each **collective bargaining agreement** that is currently in effect for agency employees.
- Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.

**Response:** The majority of DC DMV union employees, 172, are covered by the American Federation of Government Employees (AFGE) Local 1975. The working conditions and collective bargaining agreement has a tentative agreement, and the compensation bargaining agreement is effective until September 30, 2021 for employees covered.

There is also one employee covered by the American Federation of Government Employees (AFGE) Local 1403. The working conditions and collective bargaining agreement duration is October 1, 2017 to September 30, 2020. The compensation bargaining agreement is effective until September 30, 2021.

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

**Response:** See below union contact information.

Gina Walton, President, AFGE Local 1975

95 M Street, SW, 2<sup>nd</sup> Floor

Washington, DC 20032

(202) 729-7146

[afge1975dmv@yahoo.com](mailto:afge1975dmv@yahoo.com)

Steve Anderson, Acting President, AFGE Local 1403

441 4<sup>th</sup> Street, NW, 6<sup>th</sup> Floor

Washington, DC 20001

(202) 724-6607

[steve.anderson@dc.gov](mailto:steve.anderson@dc.gov)

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

**Response:** There is a tentative agreement for working condition and collective bargaining agreement for employees who are covered by the AFGE Local 1975. Both collective bargaining units' employees, AFGE Local 1975 and AFGE Local 1403, are covered under Compensation Units 1 & 2. The Compensation bargaining agreement is effective until September 30, 2021.

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

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	17 years	Pending upgrades include enhancements for creating special indicators for autism/intellectual disabilities, Synchronization of inspection and registration expiration dates, integration with DDOT for RPP blocks, and integration with OAG for child support stops
e-TIMS	Ticket Processing System	Authorized DMV Users	Public is allowed to verify their own information during transaction with the DMV and email ticket alert service	24 years	RFP that was on street was cancelled to allow OCTO to obtain technical writer to create RFI to allow vendors to "imagine" what adjudication system should be in terms of process and technology
Opus	Inspection Station Results	Authorized DMV Users	None	3 years	None
Gemalto	Enhanced DL / ID digital picture system	Authorized DMV Users	None	5 years 3 months	None

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transaction with DMV	9.5 years	None
KTS	Knowledge testing system	DMV Employees only	None	3 years 9 months	None
ARTS	Appointment and Road Test System	DMV Employees and Customers	Customers can use the system to schedule the road test appointments	2 years 4 months	None
Scanning/ Imaging System	In-house image database for scanned documents	DMV Employees only		1 year 4 months	None
Nemo-Q	Queuing system		Customer can verify the wait times using the system	1 year 10 months	None

10. Please describe the agency's procedures for investigating allegations of **sexual harassment** or misconduct committed by or against its employees. List and describe any allegations received by the agency in FY18 and FY19, to date, and whether and how those allegations were resolved.

**Response:**

- The agency complies with the process outlined in the Mayor's Order 2017-313 Sexual Harassment, dated December 18, 2017, in investigating allegations of sexual harassment or misconduct committed by or against its employees.
- FY 2018 - The agency received four (4) allegations of sexual harassment or misconduct as listed below:
  - Employee stated he/she was "outed" by manager. The allegation was investigated by the agency Sexual Harassment Officer and found to be unsubstantiated.
  - Employees alleged a supervisor was watching pornographic videos on his/her cell phone during work hours. During the investigation by the agency Sexual Harassment Officer, additional allegations of staring and touching employees inappropriately, came to light. The allegations were supported by the evidence, and the employee was terminated.
  - Employee overheard a conversation between a manager and another employee which he/she believed was sexual in nature. The allegation was investigated by the agency Sexual Harassment Officer and found to be unsubstantiated.

- Manager saw what he/she believed to be inappropriate activity of a sexual nature by an employee. The allegation was investigated by the agency Sexual Harassment Officer and found to be unsubstantiated.

- FY 2019 - No allegations received as of February 6, 2019.

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

- The member's name;
- Confirmation date;
- Term expiration date;
- Whether the member is a District resident or not;
- Attendance at each meeting in FY18 and FY19, to date.
- Please also identify any vacancies.

**Response:** See tables below.

<b>DC DMV Citizen Advisory Committee (As of January 31, 2019)</b>					
CAC Member Name	DC Resident Ward	Confirmation Date	Expiration Date	FYI 18 Meeting	Vacancy(s)
Vacant	1	N/A	N/A	N/A	2
Jeni Hansen	2	April 2016	April 2018	1 mtg	1
Vacant	3	N/A	N/A	N/A	2
Rostina Miller	4	April 2016	April 2018	1 mtg	1
Lia Green	5	April 2016	April 2018	1 mtg	1
Uchechi Roxo	5	April 2016	April 2018	0 mtg	1
Vacant	6	N/A	N/A	N/A	2
Vacant	7	N/A	N/A	0 mtg	2
Vacant	8	N/A	N/A	0 mtgs	2
*Committee is currently on hold while it is being reviewed for restructuring.					

<b>DMV Traffic Adjudication Appeals Board (As of: January 31, 2019)</b>				
Name	DC Resident	Confirmation Date	Term Expiration Date	FY18/FY19 Meeting
Wyndell Banks	No	10/20/14	9/19/20	Bi-weekly
Asia Carpenter	Yes	1/1/19	1/1/20	Bi-weekly
Nadine Robinson	Yes	6/9/10	12/29/19	Bi-weekly

12. Please list the **task forces and organizations**, including those inside the government such as interagency task forces, of which the agency is a member and any associated membership dues paid.

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

- American Association of Motor Vehicle Administrators (AAMVA): AAMVA is a nonprofit organization developing model programs in motor vehicle administration, law enforcement and highway safety. The association also serves as an information clearinghouse in these areas and acts as the international spokesman for these interests. AAMVA represents all jurisdictions in North America. The membership dues are \$5,214 for FY19.
- International Registration Plan, INC (IRP): The IRP's fundamental principle is to promote and encourage the fullest possible use of the highway system by providing apportioned payments of registration fees, based on the total distance operated in participating jurisdictions. The membership dues are \$7,120 for FY19.
- AAMVA Autonomous Vehicles Best Practices Working Group: DMV's General Counsel is a member of this working group which researches the development, design, testing, use and regulation of autonomous vehicles and other emerging vehicle technology. Based on the group's research, a best practices guide was developed to assist AAMVA member jurisdictions in regulating autonomous vehicles and testing the drivers who operate them. There is no membership fee.
- AAMVA Driver Standing Committee Group: DMV's Driver Services Administrator is a member of this working group which will have the opportunity to influence policy, develop best practices and make recommendations on the issues that are most important to jurisdictions as they work towards the AAMVA vision of safe drivers, safe vehicles, secure identities, saving lives. There is no membership fee.
- Vision Zero Initiative: Vision Zero is a part of Mayor Bowser's response to the US Department of Transportation's Mayor's Challenge for Safer People and Safer Streets, which aims to improve pedestrian and bicycle transportation safety by showcasing effective local actions, empowering local leaders to act, and promoting partnerships to advance pedestrian and bicycle safety. There is no membership fee.
- Autonomous Vehicles Group: The District has created a central office related to automated safety technology, such as autonomous vehicles, which is directed by the Deputy Mayor for Planning and Economic Development. The group ensures all relevant District agencies and the City Council work together to formulate a cohesive legislative and regulatory framework for the arrival of autonomous or self-driving vehicles with clear lines of communication be clearly established. There is no membership fee.

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

**Response:** Most DMV policies, procedures and regulatory requirements are available on our website at [dmv.dc.gov](http://dmv.dc.gov), which is updated regularly to provide the public with the

latest information and updates. During FY18, we continued to communicate with the public about critical information via social media, live web chats, press releases, community listservs, emails (monthly e-newsletters and notices), public service announcements and annual reports. Additionally, we held quarterly Town Hall meetings to inform the public about DC DMV's five-year strategic plan (FY2017-2022) and obtain their feedback about the agency, address their concerns, and answer questions. DC DMV attended 10 ANC and community meetings where we spoke to residents about the five-year strategic plan and REAL ID, helping them to better understand what documents are needed to obtain a REAL ID driver license or identification card.

In FY18, DC DMV created instructional videos to help customers better understand our processes and procedures. The videos are live on the agency's YouTube channel. Additionally, the agency's FY18 Performance Accountability Report and FY19 Performance Plan are available on the City Administrator's website.

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

**Response:** DMV solicits customer feedback through customer surveys, DMVgrade.dc.gov, Twitter, Facebook, ANC and community listservs, live web chats, Town Hall Meetings, ANC and Community meetings, 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 that 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 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. Additionally, we share customer feedback with other agencies that answer questions from the public pertaining to DC DMV.

15. What has the agency done to reduce agency **energy use** in FY 2018? Did the agency's energy use increase or decrease in FY 2018? Please identify how much energy use increased or decreased in terms of kWh and therms, and what percentage increase/decrease that is compared to FY 2017.

**Response:** The District's Department of General Services (DGS) has responsibility for all District-owned and leased facilities. Based on consultation with DGS, there were no new actions taken in FY18 to further reduce energy use at DMV.

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

**Number of Employees Hired in FY 2018 and FY 2019, to date**

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	27	25
Term	1	1
Temporary	1	0
Contract	0	0

17. Please provide the agency's FY 2018 Performance Accountability Report.

**Response:** See attached FY2018 DMV Performance Accountability Report.

**B. BUDGET AND FINANCE**

18. Please provide a chart showing the agency's **approved budget and actual spending**, by division, for FY 2018 and FY 2019, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

**Response:** See tables below.

FY 2018 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$ 11,101,993.96	\$ 10,811,267.83	\$ 290,726.13	Vacancy lapse
Agency Financial Operations	658,783.43	709,922.62	(51,139.19)	Offset by Agency Management vacancy lapse
Adjudication	16,061,363.59	16,131,033.44	(69,669.85)	Offset by Agency Management vacancy lapse

FY 2018 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Vehicle Services	9,470,710.47	8,236,033.57	1,234,676.90	Surplus Inspection Station revenue
Driver Services	7,917,988.85	7,927,595.22	(9,606.37)	Offset by Agency Management vacancy lapse
Technology Services	347,128.46	349,333.04	(2,204.58)	Offset by Agency Management vacancy lapse
<b>Total</b>	<b>\$ 45,557,968.76</b>	<b>\$ 44,165,185.72</b>	<b>\$ 1,392,783.04</b>	

FY 2019 Budget vs. Actuals				
Thru January End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$ 11,436,803.79	\$ 7,625,400.28	\$ 3,811,403.51	Expenditures on target
Agency Financial Operations	692,289.04	246,422.26	445,866.78	Expenditures on target
Adjudication	15,979,737.99	7,412,199.88	8,567,538.11	Expenditures on target
Vehicle Services	9,473,115.54	4,554,381.90	4,918,733.64	Expenditures on target
Driver Services	8,754,360.59	3,160,630.27	5,593,730.32	Expenditures on target
Technology Services	324,543.38	111,009.19	213,534.19	Expenditures on target
<b>Total</b>	<b>\$ 46,660,850.33</b>	<b>\$ 23,110,043.78</b>	<b>\$ 23,550,806.55</b>	

19. Please list any **reprogrammings**, in, out, or within, related to FY 2018 or FY 2019 funds. For each reprogramming, please list:

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

**Response:** See tables below.

FY 2018 Reprogramings					
In, Out, Within	Original Purpose of Funds	Type of funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
Within	Personnel	Local	BJKIRP7	Reprogramming was necessary so that DMV could fund the new IRP contract implementation costs	340,000.00
In	Personnel	Local	BJCOLAKV	From Office of Budget and Planning to cover FY18 COLAs	524,231.00
Out	Personnel	Local	BJKAKV18	Office of Budget and Planning transfer out	(524,231.00)
Within	Personnel	SPR	BJKVIRP6	Reprogramming was necessary so that DMV could fund the new IRP contract implementation costs	140,000.00
				<b>Total</b>	<b>\$ 480,000.00</b>

FY 2019 Reprogrammings					
In, Out, Within	Original Purpose of Funds	Type of funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
	NONE				

20. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2018 and FY 2019, to date, including:

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

**Response:** See tables below.

Department of Motor Vehicles  
 FY 2018 Intra-Districts  
 (Year End)

DMV as the Seller

Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
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MPD	TKTMPD	MPD Ticket Processing	\$6,048,528.00	\$6,048,528.00	\$0.00	\$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	\$70,000.00	\$61,218.82	\$8,781.18	\$0.00
DOES	PEPTEP	Project Empowerment	\$5,001.00	\$0.00	\$5,001.00	\$0.00
OSSE	OSSINS	OSSE Vehicle Inspections	\$49,000.00	\$29,400.00	\$19,600.00	\$0.00
<b>Grand Total</b>			<b>\$6,172,529.00</b>	<b>\$6,139,146.82</b>	<b>\$33,382.18</b>	<b>\$0.00</b>

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0600	Electricity	\$172,518.38	\$172,518.38	\$0.00	\$0.00
OCTO	0100	City Wide IT Assessment	\$2,443,780.85	\$2,425,677.38	\$87,119.47	-\$69,016.00
OCTO	6258		\$69,016.00	\$0.00	\$0.00	\$69,016.00
			<b>\$2,512,796.85</b>	<b>\$2,425,677.38</b>	<b>\$87,119.47</b>	<b>\$0.00</b>
OFRM	0600	Natural Gas	\$5,069.62	\$5,069.62	\$0.00	\$0.00
OFRM	0100	Phone	\$26,000.00	\$18,866.75	\$7,133.25	\$0.00
OFRM	6000		\$346,049.86	\$328,586.13	\$17,463.73	\$0.00
			<b>\$372,049.86</b>	<b>\$347,452.88</b>	<b>\$24,596.98</b>	<b>\$0.00</b>
OCP	0100	Purchase Card	\$173,880.51	\$297,810.74	\$35,500.77	-\$159,431.00
OCP	6000		\$19,091.00	\$0.00	\$0.00	\$19,091.00
OCP	6258		\$140,340.00	\$0.00	\$0.00	\$140,340.00
			<b>\$333,311.51</b>	<b>\$297,810.74</b>	<b>\$35,500.77</b>	<b>\$0.00</b>
OFT	6258	Armored Car Services	\$24,000.00	\$24,000.00	\$0.00	\$0.00
OFT	0100	Cashier Services	\$8,470.00	\$8,470.00	\$0.00	\$0.00
	6258		\$179,767.00	\$179,767.00	\$0.00	\$0.00
			<b>\$188,237.00</b>	<b>\$188,237.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
DDOE	6000	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$376,256.00	\$303,492.42	\$72,763.58	\$0.00
DDOE	6100		\$20,816.00	\$20,816.00	\$0.00	\$0.00
			<b>\$397,072.00</b>	<b>\$324,308.42</b>	<b>\$72,763.58</b>	<b>\$0.00</b>
DGS	0100	Security	\$500,000.00	\$0.00	\$0.00	\$500,000.00
DGS	6258		\$1,218,381.84	\$1,711,032.09	\$7,349.75	-\$500,000.00
			<b>\$1,718,381.84</b>	<b>\$1,711,032.09</b>	<b>\$7,349.75</b>	<b>\$0.00</b>

DPW	0100	Fleet	\$29,082.78	\$29,082.78	\$0.00	\$0.00
DCHR	0100	Suitability & Compliance Services	\$4,275.00	\$3,629.00	\$646.00	\$0.00
DPW	0600	Shared Services	\$362,388.00	\$362,388.00	\$0.00	\$0.00
OFRM	0600	Water	\$28,622.32	\$28,622.32	\$0.00	\$0.00
OCTO	0100	Microsoft Office 365	\$44,802.00	\$44,802.00	\$0.00	\$0.00
OTS	0100	Public Records Management	\$27,557.40	\$27,557.40	\$0.00	\$0.00
OFRM	6258	Sustainable Energy	\$13,997.00	\$13,374.10	\$622.90	\$0.00
OCTO	0100	Voter Registration	\$200,000.00	\$200,000.00	\$0.00	\$0.00
DGS	6258	Occupancy	\$254,617.00	\$254,617.00	\$0.00	\$0.00
Grand Total			\$6,509,011.56	\$6,280,412.11	\$228,599.45	\$0.00

Department of Motor Vehicles  
FY 2019 Intra-Districts  
(December)

DMV as the Seller

Buyer Agency	Seller 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
DOES	PEPTEP	Project Empowerment	\$0.00	\$0.00	\$0.00	\$0.00
OSSE	OSSINS	OSSE Vehicle Inspections	\$0.00	\$0.00	\$0.00	\$0.00
Grand Total			\$0.00	\$0.00	\$0.00	\$0.00

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0600	Electricity	\$169,224.00	\$23,287.41	\$0.00	\$145,936.59
OCTO	0100	City Wide IT Assessment	\$2,443,780.85	\$470,516.33	\$0.00	\$1,973,264.52

OCTO	6258		\$139,016.00	\$0.00	\$0.00	\$139,016.00
			<b>\$2,582,796.85</b>	<b>\$470,516.33</b>	<b>\$0.00</b>	<b>\$2,112,280.52</b>
OFRM	0600	Natural Gas	\$48,818.00	\$1,555.94	\$0.00	\$47,262.06
OFRM	0100	Phone	\$4,000.00	\$0.00	\$0.00	\$4,000.00
OFRM	6000		\$354,061.06	\$60,218.43	\$0.00	\$293,842.63
			<b>\$358,061.06</b>	<b>\$60,218.43</b>	<b>\$0.00</b>	<b>\$297,842.63</b>
OCP	0100	Purchase Card	\$175,000.00	\$54,583.26	\$0.00	\$120,416.74
OCP	6000		\$50,000.00	\$0.00	\$0.00	\$50,000.00
OCP	6258		\$40,000.00	\$0.00	\$0.00	\$40,000.00
			<b>\$265,000.00</b>	<b>\$54,583.26</b>	<b>\$0.00</b>	<b>\$210,416.74</b>
OFT	0100	Armored Car Services	\$0.00	\$0.00	\$0.00	\$0.00
OFT	0100	Cashier Services	\$0.00	\$0.00	\$0.00	\$0.00
DDOE	6000	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$0.00	\$0.00	\$0.00	\$0.00
DDOE	6100		\$0.00	\$0.00	\$0.00	\$0.00
			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
DGS	6258	Security	\$1,814,887.00	\$74,278.07	\$0.00	\$1,740,608.93
DPW	0100	Fleet	\$25,159.57	\$4,157.50	\$0.00	\$21,002.07
DCHR	0100	Suitability & Compliance Services	\$0.00	\$0.00	\$0.00	\$0.00
DPW	0100	Shared Services	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	0600	Water	\$35,924.00	\$6,315.60	\$0.00	\$29,608.40
OFRM	6258	Sustainable Energy	\$3,681.47	\$3,681.47	\$0.00	\$0.00
DGS	6258	Occupancy	\$947,185.00	\$112,484.08	\$0.00	\$834,700.92
		<b>Grand Total</b>	<b>\$6,495,538.95</b>	<b>\$1,055,880.09</b>	<b>\$0.00</b>	<b>\$5,439,658.86</b>

21. Please provide a list of all **MOUs** in place during FY 2018 and FY 2019, to date, that are not listed in response to the question above.

**Response:** All MOUs reflected in question #20.

22. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2018 and FY 2019, 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 2018 and FY 2019, to date;
- Expenditures of funds, including the purpose of each expenditure, for FY 2018 and FY 2019, to date.

**Response:** See tables below.

### FY 2018

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	2,955,840.90	2,732,952.24	PS Costs: 197,470; Supplies: 43,684.80; Fixed Cost: 534,725.11; Other Services and Charges: 591,775.32; Contractual Services: 1,365,297.01
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.	6,396,150.00	5,359,472.96	PS Costs: 2,381,479.08; Supplies: 23,829.32; Fixed Costs: 1,479,023.19; Other Services and Charges: 646,272.33; Contractual Services: 623,344.48; Equipment: 205,524.56
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.	125,860.00	30,289.50	Contractual Services: 30,289.50

### FY 2019 – As of January 31, 2019

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	778,671.27	1,523,650.68	PS Costs: 53,388.94; Supplies: 35,000.00; Fixed Cost: 153,806.48; Other Services and Charges: 687,783.26;

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
			laws of all jurisdictions in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.			Contractual Services: 593,672.00
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.	1,856,210	2,460,551.77	PS Costs: 642,486.47; Supplies: 100,286.65; Fixed Costs: 87,304.41; Other Services and Charges: 1,312,294.44; Contractual Services: 285,411.00; Equipment: 32,768.80
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.	26,100	0	

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

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

**Response:** See table below.

KV0-DEPARTMENT OF MOTOR VEHICLES										
Capital Projects Activity (As of Feb 05, 2019)										
Project No	Project Title	Project Description	Approp Fund	Agcy Fund	Budget	FY 2018 Comm	FY 2019 Comm	Available Budget	Project Status	Planned Remaining Spending
MVS16C	DESTINY REPLACE-MENT PROJECT	The District of Columbia, Department of Motor Vehicles (DMV) has a requirement for a modernized, state-of-the art licensing and registration system. DMV	0300	0300	2,000,000	0	0	2,000,000	Due to delays in the project, OCA moved \$4M of the original \$6M for School Small Caps reprogramming. DMV is in the process of re-scoping the project, which will be developed in-house	The project rescope will focus on making the current licensing/ registration system web-based so DMV personnel can make changes to the data-base without the need to wait for the programmers to make the change.

KV0-DEPARTMENT OF MOTOR VEHICLES										
Capital Projects Activity (As of Feb 05, 2019)										
Project No	Project Title	Project Description	Approp Fund	Agcy Fund	Budget	FY 2018 Comm	FY 2019 Comm	Available Budget	Project Status	Planned Remaining Spending
		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.							by OCTO programmers.	Additionally, the programmers have indicated they need to stabilize the system platform with the latest technology.
TPS01C	TICKET PROCESSING SYSTEM	The DMV proposes to replace the existing contractor hosted ticket processing system with a new state of the art technology solution	0300	0300	5,500,000	5,500,000	0	0	Although a Request for Proposal is currently out to bid, with a February 15, 2019 closing date, due to the amount of vendor questions received, OCP, OCTO and DMV have decided to bring in a technical writer to develop a Request for Information (RFI). The RFI will allow vendors to submit a streamlined proposal based on best practices and new ways of addressing the adjudication and ticket processing functionality.	Approximately \$100k will be used to hire a technical writer to create a RFI to allow vendors to formulate a better proposal. The remaining funds will then be available for system development, integration and implementation.
TOTALS					7,500,000	5,500,000	0	2,000,000		

24. Please provide a complete accounting of all **federal grants** received for FY 2018 and FY 2019, to date, including the amount, the purpose for which the funds were granted, whether those purposes were achieved and, for FY 2018, the amount of any unspent funds that did not carry over.

**Response:** None.

25. Please list each contract, procurement, lease, and grant (“**contract**”) awarded, entered into, extended and option years exercised, by your agency during FY 2018 and FY 2019, 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;
  - Whether the contract is available to the public online.

**Response:** See attached DMV FY2018/2019 Major Contracts.

26. Please provide the details of any **surplus** in the agency’s budget for FY 2018, including:
- Total amount of the surplus;
  - All projects and/or initiatives that contributed to the surplus.

**Response:** Refer to response to question #18.

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

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

**Response:** None.

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

**Response:** None.

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

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

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER LICENSES	11/24/2017
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	11/25/2016

Chapter #	Chapter Title	Amendment Date
4	MOTOR VEHICLE TITLE AND REGISTRATION	12/7/2018
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	08/11/2017
7	MOTOR VEHICLE EQUIPMENT	08/11/2017
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	2/2/2007
10	PROCEDURES FOR ADMINSTRATIVE HEARINGS	11/30/2018
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	COMMERCIAL DRIVER LICENSES AND COMMERCIAL LEARNER PERMITS	10/16/2015
22	MOVING VIOLATIONS (In conjunction with DDOT)	08/11/2017
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	10/18/2013
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	11/30/2018
99	DEFINITIONS	08/11/2017

30. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2018 that significantly affect agency operations or resources.

**Response:** None.

31. Please provide a list of all **MOUs** in place during FY 2018.

**Response:** See response to question #20.

32. Please provide a list of all studies, research papers, and analyses (“**studies**”) the agency requested, prepared, or contracted for during FY 2018. Please state the status and purpose of each study.

**Response:** See table below.

DC DMV Studies, Research Papers and Analyses			
Fiscal Year	Agency	Description	Status
FY18	DMV Administrative Services	Language line usage analyses to examine employee compliance with language access policy	Ongoing Analyses placed on hold due to management analyst vacancy
FY18	DMV Administrative Services	Social Media analyses to determine usage trends among customers	Ongoing Analyses placed on hold due to public information officer vacancy
FY18	DMV Administrative Services	Correspondence analyses to assess Correspondence Unit's customer response times	Ongoing Analyses placed on hold due to public information officer vacancy
FY18	DMV Director's Office	Analyses of whether Adjudication Services should remain a function of DMV	Ongoing Analyses should be complete by April 30, 2019
FY18	DMV Director's Office	Analyses of use of remediation and deferred disposition program	Ongoing Analyses should be complete by July 31, 2019

33. 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 2018 and FY 2019, to date.

**Response:** See table below.

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY18	DMV Service Integrity	Fraud with DC dealers	Completed Dealer license was revoked
FY18	DMV Driver Services	Audit Third-Party Road Test Examiners to ensure program compliance	Completed All Third-Party Road Test Examiners were audited at their business location as per program requirements and agreement

34. 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
FY18	DC Auditor	Out of State Registration Fund	Completed  DMV has complied with the two DMV-related recommendations to provide DFHV with quarterly reconciliations of revenue collected in the fund and to send revenue directly to DFHV's Consumer Service Fund to eliminate the need for a MOU.

35. Please list any **reporting** requirements required by Council legislation and whether the agency has met these requirements.

**Response:** See below information.

**(1) DC Official Code § 50-1002:** Annual report regarding traffic violation convictions for previous year received by the District and sent by the District from other jurisdictions as well as the number of suspensions and revocations is due every June 30<sup>th</sup>. DMV has met the requirement.

**(2) DC Official Code § 50-2301.08:** Annual report on parking and traffic enforcement for previous year including information concerning hearing examiners, the number of infractions issued; the number of answers filed for moving, parking, standing, stopping and pedestrian violations; the number of NOIs for which sanctions were imposed; number of NOIs issued to lessors; the number of appeals filed with TABB; the number of appeals filed with Superior Court; the number of appeals filed with District Court of Appeals; the number of vehicles towed and booted; the total revenues generated; and the number of requests for reconsideration. DMV has met the requirement.

**(3) DC Official Code § 50-2301.11:** Study of parking infraction adjudication and whether adjudication should be transferred. Due to stalled agency discussions, DMV is scheduled to meet this requirement by April 30, 2019.

**(4) DC Official Code § 50-2302.01:** Report and recommendations to be made as to whether District should implement remediation and deferred disposition program. Due to staffing issues, DMV is scheduled to meet this requirement by July 31, 2019.

**(5) DC Official Code § 50-1951.03:** Publication of moving infraction data. Shall only apply on inclusion of fiscal effect in an approved budget and financial plan. DMV has partially met this requirement and continues to work with OCTO to provide data to the open data portal.

**(6) FY17 BSA of 2016 (A21-488):** Submit a written report to the Council evaluating the Inspection Station self-service kiosk pilot program's operations. Due to the kiosk not being implemented yet, DMV is scheduled to meet this requirement by December 31, 2019.

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

**Response:** See list below for an update on past cases. No new cases were filed in FY18-19. Note all cases are processed by the District's Office of the Attorney General.

- Raoul Hughes, DC Superior Court Case Number 2017 CA 000495 B: The complaint is for Negligence based on FOIA responses that plaintiff found inadequate. The District has until 2/28/19 to file renewed Motion for Summary Judgment.
- Parviz Karim-Panahl, DC Superior Court Case Number 2017 CA 007093 B: The complaint claims the defendants are guilty of "Racketeering Influenced & Corrupt Organization; for years by Scams issuing Parking Citations; Taking Bribes from and Extorting public, and/or Tracing Plaintiff for his Opposition to Corruption, with Abuse and Retaliation against Elderly-Senior Plaintiff Confiscation of Means of Livelihood...Fraudulent Claim of Sanctuary-City while actually Collaborating" and Request for injunctive Relief. The portion of the complaint against DMV appears to relate to parking tickets and failure to convert an out-of-state driver license. The matter was dismissed by the Court without prejudice on 3/2/18.
- Mohamed Medhi Zorgani and Soukaina Laasiri v. DC, US District Court case number 17-cv-02360-EGS: The complaint alleges plaintiff Zorgani was improperly arrested after DMV records incorrectly reflected his driver license was suspended for failure to pay a moving violation. Plaintiff Laasiri is claiming severe emotional distress. The parties are awaiting ruling on the District's motion to dismiss the case.

37. Please list all **settlements** entered into by the agency or by the District on behalf of the agency in FY18 or FY19, to date, including any covered by D.C. Code § 2-402(a)(3), and provide the parties' names, the amount of the settlement, and if related to litigation, the case name and a brief description of the case. If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

**Response:** See list below.

#### **FY18**

- DMV agreed to pay \$1,500 to complainant to resolve a discrimination complaint which was mediated by the DC Office of Human Rights.

#### **FY19**

- None.

38. Please list any **administrative complaints or grievances** that the agency received in FY 2018 and FY 2019, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY 2018 or FY 2019, to date, describe the resolution.

**Response:** See list below.

#### UNION GRIEVANCES

- A grievance was filed by AFGE Local 1975 on behalf of several hearing examiners pertaining to overtime issues. The process used was pursuant to the Collective Bargaining Agreement. Arbitration took place on February 26, 2018. The arbitrator ruled in favor of the Union on the merits and denied attorney's fees to the Union. Both parties appealed to the Public Employment Relations Board (PERB) which recently ruled in favor of the Union on the merits.
- A grievance was filed by AFGE Local 1975 on behalf of hearing examiners pertaining to the process of how they are assigned hearings. The parties are awaiting a date for Impact & Effect bargaining.

#### OFFICE OF HUMAN RIGHTS (OHR)

As it relates to the Language Access Act, DMV continues to provide employee training in new hire orientation and once a month during Wednesday training sessions. Additionally, all DMV employees are receiving cultural competency training during February-March 2019.

- Manuel Antonio Perdomo Balves filed a discrimination complaint based on language access. DMV denied the allegations, and the case is pending.
- Wendy Aly Escobar filed a discrimination complaint based on language access. DMV denied the allegations, and the case is pending.
- Oscar Noe Cruz filed a discrimination complaint based on language access. DMV denied the allegations, and the case is pending.

- Fernando Rodriguez Ibarra filed a discrimination complaint based on language access. DMV denied the allegations, and the case is pending.
- Paloma Moreno Bello filed a discrimination complaint based on language access. DMV denied the allegations, and the case is pending.
- Sandra Rodriguez filed discrimination and language access complaints. DMV denied the allegations, and the case is pending.
- Complainant filed discrimination and language access complaints. DMV denied the allegations. Complainant amended the language access complaint, and upon further review of its records, while acknowledging that DMV could refute the allegations, DMV did point out complainant obtained the credential complainant was seeking. As part of a settlement, DMV agreed to pay \$1,500.
- A DMV employee, Rosa Jenkins, filed a Charge of Discrimination with the Office of Human Rights claiming failure to accommodate due to Terms and Conditions (age, sex, disability) and retaliation (discipline). DMV denied the allegations. A mediation was held which did not resolve the matter. The case is still pending.

**EQUAL EMPLOYMENT OPPORTUNITY COMMISSION (EEOC)**

- A former DMV employee, Rosa Jenkins, filed a Charge of Discrimination with the EEOC regarding retaliation (i.e., termination from position). DMV denied the allegations, and the case is pending.

**D. PROGRAM-SPECIFIC QUESTIONS**

39. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2017, FY 2018, and FY 2019 (as of January 1, 2019 or later). Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

**Response:** See table below.

<b>2018 DMV Adjudication Caseload Statistics</b>			
	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>
			<b>(thru 1/31/19)</b>
<b><i>Parking Citations</i></b>			
Number of Citations Processed	1,387,006	1,417,001	421,475
Number of Requests for Adjudication Filed	142,724	160,625	48,988
Number of Cases Pending as of October 1	65,226	75,371	79,806
Number of Final Orders Issued	131,216	153,403	83,300
Number of Final Orders that Dismissed	51,414	54,928	29,766
Number of Final Orders that Affirmed	73,096	91,023	49,666

<b>2018 DMV Adjudication Caseload Statistics</b>			
	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>
			<b>(thru 1/31/19)</b>
<b><i>Moving Citations (issued by law enforcement)</i></b>			
Number of Citations Processed	71,294	75,074	28,238
Number of Requests for Adjudication Filed	20,087	27,150	9,982
Number of Cases Pending as of October 1	2,865	3,861	3,013
Number of Final Orders Issued	12,495	24,177	6,157
Number of Final Orders that Dismissed	5,726	12,682	2,915
Number of Final Orders that Affirmed	6,505	11,185	3,117
<b><i>Photo Citations (issued by photo enforcement cameras)</i></b>			
Number of Citations Processed	1,229,239	1,227,525	452,168
Number of Requests for Adjudication Filed	91,263	91,286	29,560
Number of Cases Pending as of October 1	33,925	14,515	6,532
Number of Final Orders Issued	99,118	126,036	13,189
Number of Final Orders that Dismissed	27,349	32,815	3,130
Number of Final Orders that Affirmed	71,122	92,480	9,905
<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	1,063	1,009	288
Number of Final Orders Issued	1063	1009	288
Number of Final Orders that Dismissed (Approved for Reinstatement)	457	431	116
Number of Final Orders that Affirmed (Revoked/Suspended by Examiner)	126	120	21
<b><i>General</i></b>			
Mean Length of Time Required to Close a Case (Filing to Final Order)	202 days	175 days	135 days
Number of Hearing Examiners	19	22	22
Mean Caseload per Hearing Examiner	9,199	12,233	3,250
<b><i>Traffic Adjudication Appeals Board</i></b>			
Number of Cases Pending as of October 1	37	6	59
Number of Final Orders Appealed	528	811	214
Number of Decisions Issued	580	711	198
Mean Length of Time Required to Close a Case	60 days	60 days	60 days
Number of Board Meetings	Biweekly	Biweekly	Biweekly
<b><i>*Collections</i></b>			
Number of Citations Processed	2,687,525	2,719,600	901,881

<b>2018 DMV Adjudication Caseload Statistics</b>			
	<b>FY 2017</b>	<b>FY 2018</b>	<b>FY 2019</b>
			<b>(thru 1/31/19)</b>
Value of Citations Processed	\$306,712,186	\$324,531,271	\$99,758,342
Number of Citations Paid	1,908,165	1,707,778	453,201
Number of Citations Paid to DMV pre-collections	1,687,802	1,707,778	453,201
Value of Citations Paid to DMV pre-collections	\$158,636,893	\$156,072,848	\$41,068,367
Number of Citations Paid to Outside Collectors (This is an OCFO function; data provided by OCFO vendor)	220,363	219,703	61,865
Value of Citations Paid to Outside Collectors (This is an OCFO function; data provided by OCFO vendor)	Not Available	35,174,148	9,548,968
Number of Unpaid Citations	806,234	871,453	418,292
Value of Unpaid Citations	\$133,169,945	\$139,281,885	\$56,800,374
Value of Unpaid Citations Owed by District Residents	\$26,227,036	\$28,615,543	\$13,145,001
Value of Unpaid Citations Owed by Maryland Residents	\$59,378,082	\$59,662,386	\$23,187,503
Value of Unpaid Citations Owed by Virginia Residents	\$27,338,742	\$31,512,322	\$12,916,222
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$20,226,085	\$19,491,634	\$7,551,648
*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database			
**NOTE: Numbers impacted by system error resulting in 72K tickets being added to Queues in June 2017.			

40. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2017, FY 2018, and FY 2019, to date (*i.e.* officer failed to appear at hearing, etc.).

**Response:** See table below.

<b>Dismissal Reason</b>	<b>FY17</b>	<b>FY18</b>	<b>FY19 (thru 1/31/19)</b>
Dismissed on merits- legal defense to ticket provided	43,526	49,115	16,653
Ticket dismissed based on 15-year discharge policy	379,121	355,040	111,964
Ticket submitted late for processing	51,476	20,281	5,076

41. 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 2017, FY 2018, and FY 2019, to date.

**Response:** See table below.

<b>Dismissal Reason</b>	<b>FY17</b>	<b>FY18</b>	<b>FY19 (thru 1/31/19)</b>
Multiple Vehicles*	11,233	12,585	1,294
Park Mobile Receipt	5,409	7,253	5,742
ROSA Exemption	5,466	3,767	1,123
Officer Absent	2,923	3,184	1,000
Poor Image *	4,384	6,903	739

\*Relates to photo enforcement tickets

42. Please describe how residents issued parking tickets receive notice.

**Response:** If a parking ticket is not answered by payment or by contesting the ticket, on day 31 (from the ticket issuance date), a notice of unsatisfied ticket is sent to the vehicle registered owner. The notice is mailed to the address of record with the DMV where the vehicle is registered. The notice informs the resident that the ticket remains unanswered, the ticket fine has doubled and warns of a pending default if the ticket remains unanswered by day 60.

- What percentage of parking tickets are not responded to before day 30 and again by day 60?

**Response:** See table below.

	<b>No response by day 31</b>	<b>No response by Day 61</b>
<b>FY17</b>	46%	16%
<b>FY18</b>	47%	16%
<b>FY19 (thru 1/31/2019)</b>	44%	13%

- Does DMV have a process for handling cases in which the resident claims he never received notice of the parking ticket?

**Response:** Yes, depending on when the resident (or non-resident) present their claim, there are processes in place to follow. As indicated above, on day 31, a notice of unsatisfied ticket is mailed to the vehicle owner to ensure the owner received the parking ticket on the vehicle. If the ticket has not aged to 61 days,

the individual can request a copy of the ticket and may still adjudicate the ticket following the normal adjudication process. If the ticket issue date is between 61 and 120 days, a Motion to Vacate must be submitted explaining the delay in responding and providing a defense to the ticket. If the ticket is older than 120 days, generally there are no options remaining, and the ticket must be paid. There are limited exceptions which extend the adjudication process to 1-year. For example, a claim that the ticket was issued during a period that the vehicle or vehicle tags were stolen.

- Has DMV considered amending its rules to implement a more efficient process to ensure residents receive notice of parking tickets?

**Response:** No, DMV believes the current process is more than adequate for customers to be aware of receiving parking tickets. In addition to the parking ticket being physically placed on the vehicle and the 31-day mailed notice of unsatisfied parking ticket, in June 2010, DMV implemented the Ticket Alert Service (TAS) to ensure residents (and non-residents) receive notification of parking tickets. Using TAS, individuals can sign up to receive near real-time notification of ticket-related activity on up to four vehicles and a single driver license. TAS sends the customer alerts when tickets are issued, reminder emails or text messages about ticket deadlines and/or penalties and notification when a vehicle is subject to booting. The customer can sign up for the Ticket Alert Service by visiting DMV's website.

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

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

44. Please provide an update on the implementation of the Real ID Act of 2005.

**Response:** On May 1, 2014, DC DMV implemented the REAL ID Act which establishes minimum standards for the production and issuance of driver licenses and identification cards. The Act also prohibits federal agencies from accepting for official uses driver licenses and identification cards from jurisdictions unless DHS determines the jurisdiction meets the standards. Currently, official uses are defined as accessing federal facilities, entering nuclear power plants, and boarding federally regulated commercial aircrafts. The deadline for DC DMV to ensure all residents possess a REAL ID compliant credential (denoted by a black star in the upper right-hand corner) is October 1, 2020.

As of January 31, 2019, 68 percent of all eligible credentials are REAL ID. Therefore, we estimate that by October 1, 2020, 85 percent will be REAL ID. To ensure everyone, who does not have a passport, has an opportunity to obtain a REAL ID compliant credential, we plan to offer special hours beginning January 1, 2020 to absorb the additional volume.

45. 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 ticket devices. Title 18 requires handheld tickets to be submitted within one (1) business day of issuance. Parking control aides or law enforcement officers who issue parking tickets, 'dock' the handheld device at the end of their tour of duty for electronic upload (near real time) to the ticket database. Citations issued using a hard copy (handwritten) must be submitted to DMV within fifteen (15) days, in accordance with Title 18, for upload to the ticket database. DMV's vendor then keys the ticket information to the ticket database within three (3) business days.

46. 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 typically handwritten tickets required under Title 18 to be submitted to DMV within fifteen (15) days of issuance. When received, DMV's vendor manually enters the ticket information to the ticket database within three (3) business day.

47. 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.

<b>Panel #</b>	<b>DMV Employee Member</b>	<b>Citizen Member</b>	<b>Attorney Member</b>
Board 1	Asia Carpenter	Nadine Robinson	Wyndell Banks

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

**Response:** There are no current vacancies on the panel.

48. Please provide the number of adjudications processed in FY 2017, FY 2018, and FY 2019 to date, broken down by category (in-person, online, and mail).

**Response:** See table below.

<b>Source</b>	<b>FY17</b>	<b>FY18</b>	<b>FY19 thru 1/31/19</b>
In-person	58,664	59,219	20,031
Mail	63,328	80,682	29,958
Online	120,837	163,715	52,657

49. Have DMV offices been able to accommodate non-English speakers in person and online?

**Response:** For in-person visits, DMV uses the city-wide language line for translation services, including during road tests and ticket hearings. Using the Office of Human Rights guidance, we also have translated critical information for our website, including vital forms.

50. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2017, FY 2018, and FY 2019, to date.

**Response:** The average length of time required to close a case from filing to final order was 202 days in FY17, 175 days in FY18, and 135 days in FY19 as of 1/31/19.

51. Please provide the number of requests for reconsideration upon a finding of liability in FY 2017, FY 2018, and FY 2019 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

**Response:** See table below.

<b>Reconsideration Results</b>	<b>FY17</b>	<b>FY18</b>	<b>FY19 thru 1/31/19</b>
Reconsider Received	7,194	11,729	3,728
Reconsider - Upheld	5,371	9,436	2,766

<b>Reconsideration Results</b>	<b>FY17</b>	<b>FY18</b>	<b>FY19 thru 1/31/19</b>
Reconsider - Dismissed	1,823	2,293	962

Numbers include cases received in FY18 and decided in FY19

52. 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 2017, FY 2018, and FY 2019, 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 60 days in FY17, 60 days in FY18 and 60 days in FY19 as of 1/31/19.

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

**Response:** DMV’s performance goal is to respond to appeals within 90 days of receipt. DMV has exceeded this goal by maintaining a response time of no more than 60 days for the past two years.

53. How many vehicles were titled/registered in the District in FY 2017, FY 2018, and FY 2019, to date?

**Response:** See table below.

<b>Vehicles Titled/Registered</b>	
<b>Fiscal Year</b>	<b>Vehicles Titled/Registered</b>
FY17	81,465
FY18	79,991
FY19 (as of 12/31/18)	19,854

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2018.

**Response:** See table below.

<b>FY 2018 Tag Type</b>	<b>Total</b>
ALPHA KAPPA ALPHA TAGS	7
ALPHA PHI ALPHA FRATERNITY TAGS	2
ANACOSTIA RIVER COMMEMORATIVE TAGS	640
BUS TAGS	881

<b>FY 2018 Tag Type</b>	<b>Total</b>
CHILDREN FIRST FOUNDATION	1
CLERGY TAGS	2
COMMERCIAL TAGS	597
DC GOVT TAGS	747
DC LODGE TAGS	11
DC WOMEN VETERANS SPECIALTY TAG	8
DEALER TAGS	390
DELTA SIGMA THETA TAGS	1
DISABILITY MOTORCYCLE TAGS	2
DISABILITY TAGS	366
DISABLED AMERICAN VETERAN TAGS	23
DISABLED VETERAN TAGS	6
DOCTOR TAGS	1
FIRE FIGHTER TAGS	19
FLORIDA A & M UNIVERSITY	1
HISTORICAL TAGS	170
HOWARD UNIVERSITY	2
KAPPA ALPHA PSI FRATERNITY	3
LIMOUSINE TAGS	29
LOW TAGS	97
MASONIC FOUNDATION OF WASHINGTON DC	1
MISSISSIPPI STATE UNIVERSITY	2
MOREHOUSE COLLEGE ALUMNI	1
MOTORCYCLE TAGS	983
MOTORCYCLE TEMPORARY TAGS	15
MOTOR DRIVEN CYCLE TAGS	144
NATIONAL ASSOCIATION OF BLACK SCUBA DIVERS	3
OFFICE OF VETERANS AFFAIRS TAGS	53
OMEGA PSI PHI TAGS	3
PERSONALIZED TAGS	631
PLEASURE TAGS	61,633
PORSCHE CLUB OF AMERICA	1

<b>FY 2018 Tag Type</b>	<b>Total</b>
RENTAL TAGS	1,873
TAXI TAGS	281
TEMPORARY TAGS	4,973
TRAILER TAGS	209
UNIVERSITY OF MICHIGAN	2
WASHINGTON NATIONALS	272
WWW TAGS	200

- Please provide the total number of hybrid, electric, and alternative fuel vehicles that are currently registered in the District, and the number that were newly registered in FY 2017, FY 2018, and FY 2019, to date. Of these, please indicate how many belong to the District government.

**Response:** See tables below.

<b>Vehicles Newly Registered</b>						
<b>Fuel Type</b>	<b>FY17</b>	<b>FY17 DC Gov't</b>	<b>FY18</b>	<b>FY18 DC Gov't</b>	<b>FY19 (as of 12/31/18)</b>	<b>FY19 (as of 12/31/18) DC Gov't</b>
<b>Electric</b>	296	1	376	16	185	4
<b>Flex</b>	4,089	184	3,932	358	763	23
<b>Hybrid</b>	2,802	6	2784	52	730	6

<b>Vehicles Currently Registered</b>		
<b>Fuel Type</b>	<b>FY19 (as of 12/31/2018)</b>	<b>FY19 (as of 12/31/18) DC Gov't</b>
<b>Electric</b>	1086	15
<b>Flex</b>	16,313	1,561
<b>Hybrid</b>	14,009	231

54. Please provide the number of active “H” tags and “L” tags in FY 2017, FY 2018, and FY 2019, to date.

**Response:** See table below.

<b>Tag Type</b>	<b>FY17</b>	<b>FY18</b>	<b>FY19(as of 12/31/2018)</b>
<b>H Tags Active</b>	6,121	5,434	5,232
<b>L Tags Active</b>	240	200	200

55. Please provide the number of “H” tags and “L” tags issued (excluding renewals) in FY 2017, FY 2018, and FY 2019, to date.

**Response:** See table below.

Tag Type	FY17	FY18	FY19 (as of 12/31/2018)
H Tags Issued	221	281	124
L Tags Issued	33	29	7

56. Does DMV have any role in booting and towing of vehicles, or processing those that have been booted and/or towed? If so, please explain.

**Response:** DC DMV does not boot or tow vehicles. Adjudication Services staff provide ticket information to walk-in customers and individuals who call the Adjudication Services main number or are transferred from the Citywide Call Center concerning their vehicle. Eligible customers may have hearings on the tickets that resulted in the booting or towing of the vehicle on a walk-in basis. A hearing examiner will enter a decision on the tickets, boot fee, tow fee and/or storage fees. Following the hearing, the individual can make payment to the DC Treasurer personnel located in the customer waiting area of Adjudication Services. Payment secures the release of the booted or towed vehicle.

57. Please provide the number of vehicles registered in the District as a “motor-driven cycle.”

**Response:** 159 motor vehicles are currently registered as motor-driven cycles as of 1/31/2019.

- Please provide statistics on the types of vehicles registered as “motor-driven cycles.”

**Response:** In accordance with DCMR, Title 18, Chapter 99, a motor-driven cycle is a motor vehicle with a seat or saddle for the use of the operator and has two or three wheels in contact with the ground; a gas, electric, or hybrid motor with a maximum piston or roto displacement of fifty cubic centimeters (50cc), or its equivalent, which will propel the device unassisted at a maximum speed no greater than thirty miles per hour (30 mph). 159 motor vehicles are currently registered as a motor-driven cycle as of 1/31/2019.

- Are any restricted scooters registered as motor-driven cycles?

**Response:** There is no way for DC DMV to know if a motor-driven cycle is restricted or unrestricted. Regardless, District law does not distinguish between

whether a vehicle is restricted or unrestricted; therefore, we would not capture this information even if it was provided.

58. 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 for FY18:

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Inspection Station	13 minutes	24 minutes	4 minutes
		Tues at 12pm	Sat at 11am
Georgetown Service Center	19 minutes	31 minutes	12 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Benning Ridge Service Center	15 minutes	21 minutes	10 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
Rhode Island Service Center	30 minutes	34 minutes	25 minutes
		Sat, 1-3pm	Thurs, 8:15-10:15am
Southwest Service Center	30 minutes	36 minutes	26 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am

59. What services has the department created the ability to complete online in FY 2018 and FY 2019?

**Response:** With over 55 online services, more than almost any other jurisdiction, DC DMV is almost running out of transactions to implement online. However, in FY18, we did implement the option for customers to receive text notification for ticket related issues and for licensing/registration/inspection/identification renewals. We also created a mobile app for an optional customer vehicle registration card.

- Has a shift towards online DMV services reduced the number of DMV employees?

**Response:** No. Due to the continued implementation of REAL ID, which requires all renewals and replacement credentials to be done in person, the rollout of any new online services allows us to try to maintain status quo in terms of customer wait-time.

60. 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 through Saturday. Appointments remain for Tuesday, which is normally the overall busiest day; however, open appointment slots remain available each week. Appointment availability remains a “non-issue” and no additional reduction efforts are required at this time.

61. 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.

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
<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
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

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
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
February	580	234
March	641	243
April	489	224
May	466	184
June	543	248
July	490	236
August	609	297
September	615	272
<b>FY17 Total</b>	<b>6,752</b>	<b>2,986</b>
<b>FY2018</b>		
October	631	242
November	648	227
December	511	216
January	499	183
February	448	170
March	526	247
April	422	229
May	470	195
June	504	238
July	393	156
August	485	254
September	410	232
<b>FY18 Total</b>	<b>5,947</b>	<b>2,589</b>

Limited Purpose		
	Driver Licenses	Identification Cards
<b>FY2019</b>		
October	557	271
November	444	158
December	445	215
January	465	198
<b>FY19 Total</b>	<b>1,911</b>	<b>842</b>
<b>Total to Date (thru Jan 31, 2019)</b>	<b>25,673</b>	<b>12,814</b>

62. 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 timeline for expected completion date of these programs.

**Response:** (1) Destiny Replacement Project: Due to delays in the project, OCA moved \$4M of the original \$6M for School Small Caps reprogramming. DMV is in the process of re-scoping the project, which will be developed in-house by OCTO programmers. The project rescope will focus on making the current licensing/ registration system web-based, so DMV personnel can make changes to the data-base without the need to wait for the programmers to make the change. Additionally, the programmers have indicated they need to stabilize the system platform with the latest technology. (2) Ticket Processing System: Although a Request for Proposal is currently out to bid, with a February 15, 2019 closing date, due to the amount of vendor questions received, OCP, OCTO and DMV have decided to bring in a technical writer to develop a Request for Information (RFI). The RFI will allow vendors to submit a streamlined proposal based on best practices and new ways of addressing the adjudication and ticket processing functionality. Approximately \$100k will be used to hire a technical writer to create a RFI to allow vendors to formulate a better proposal. The remaining funds will then be available for system development, integration, and implementation.

- Last year the DMV responded that these programs were not finalized, are they finalized now? In addition, last year the DMV responded that the Program Manager position had not been filled, has it been filled now?

**Response:** See previous response. Since the Program Manager position has been posted four times, without being filled, we have decided to obtain a contract position since salary seemed to be the issue. We are currently identifying the funding for this contract position.

- The Mayor has submitted a reprogramming request to remove \$4 million from the Destiny replacement project. Please explain how this will affect the project's scope and timeline.

**Response:** Due to the reduction in capital funds, the project rescope will focus on making the current licensing/ registration system web-based so DMV personnel can make changes to the data-base without the need to wait for the programmers to make the change. Additionally, the programmers have indicated they need to stabilize the system platform with the latest technology.

63. What is the status of the self-service exhaust emissions testing pilot program funded by the Council in the FY 2017 budget? Last year, the DMV estimated that installation would be completed in July 2018. Has it now been completed? If not, please explain why.

**Response:** For FY17, Council included \$300k in DMV's budget to pilot OBD self-service kiosk to allow residents, with vehicles 2005 and newer, to conduct their own emission inspection. DMV worked with our vendor, Opus, on creating a kiosk. DPR has approved our use of space at Takoma Recreation Center for kiosk location. DMV took possession of the kiosk and conducted software testing on Sep 28, 2017. DMV, DPR, and the vendor held a successful community outreach meeting at Takoma Recreation Center on November 29, 2017. There is a need to run electricity for kiosk and lighting, which require permits. DMV/DGS/vendor met on Apr 6, 2018 to review site and location drawings for permits; specifically, whether power could be pulled from light pole. It was determined not viable, and a work order is in progress to pull digging permits from DCRA. DCRA requested additional documents for permits. DMV provided additional documents requested to DCRA except for the MOA between DMV and DPR. The MOA is pending review by the new DPR Director. Therefore, the installation completion date has been extended to June 2019.

64. Please provide the Department's plans to comply with the Driver's License Revocation Fairness Amendment Act of 2017 (A22-559), which passed the Council in December 2018 and was signed by the Mayor on January 15, 2019. Please specifically address how the Department will ensure that it will no longer suspend driver's licenses and registrations upon receipt of a certification of unpaid judgment from DC Superior Court. In doing so, please report:

- Any changes to Department policies and processes the Department has made or will make to ensure compliance with the Act.

**Response:** Currently, most proposed suspensions related to judgments are sent to DMV's General Counsel Office for review and processing. Once the law takes effect, which is projected for March 26, 2019, the General Counsel Office will cease review and processing of all received judgments. Additionally, we will program our licensing system to no longer allow employees to enter judgments for suspensions, and we update DMV's website to indicate judgments no longer result in suspensions.

- Any policy guidance that has been issued or will be issued to DMV staff to ensure compliance with the Act.

**Response:** Frontline DMV staff will be trained on the impact of the legislative change during March refresher training.

- Any completed or planned trainings for DMV staff to ensure compliance with the Act.

**Response:** Frontline DMV staff will be trained on the impact of the legislative change during March refresher training.

65. How many people currently have their licenses or driving privileges suspended as a result of provisions repealed under A22-559?

**Response:** 2,282 DC driver licenses are currently suspended due to judgments.

- What systems does the Department have in place to identify civil judgments that have expired and are no longer a valid basis for a continuing suspension?

**Response:** DMV employees have been trained to visually determine if a judgment has expired such that a resident requesting license reinstatement can be serviced.

66. Once the law is effective, A22-559 will allow persons with suspended licenses as a result of a civil judgment to apply for reinstatement. Will DMV reach out to persons with suspended licenses or driving privileges to notify them of this fact, or otherwise make this information public? If so, how?

**Response:** Yes, DMV will mail notices to all impacted individuals letting them know they are eligible for reinstatement.

- Will DMV require such persons to pay a reinstatement fee?

**Response:** Yes.

67. Does DMV deny driver's license issuance or renewal to individuals on the basis that they owe debts to the D.C. government of \$101 or more under D.C. Code 47-2861 *et seq.* (the "Clean Hands" law)?

**Response:** Yes, DC DMV denies license and vehicle registration issuance or renewal due to Clean Hands as it relates to ticket debt.

- If so, how many times did this occur in FY 2017 and FY 2018?

**Response:** DMV does not track this information since it is related to services denied.

- If so, how does DMV determine the amount owed by an individual to the District who is denied license issuance or renewal under the Clean Hands Law? What information does the Office of the Chief Financial Officer (OCFO) provide to DMV for this determination?

**Response:** DMV relies on our ticket processing system for information on ticket-related debt. Currently, we do not receive any information from the OCFO as it relates to outstanding debt. The OCFO's Office of Finance and Treasury has been working on procuring a system that would allow the office to collect all outstanding debt to the city and provide it to the agencies for full implementation of the Clean Hands law.

- How does DMV inform affected individuals that their driver's license issuance or renewal will not be approved because of outstanding debts?

**Response:** When the customer comes to obtain or renew a license or vehicle registration, the DMV employee checks the ticket processing database for outstanding tickets. If the employee can match a record that has outstanding tickets in the system to the customer, then the customer is notified at that time of the need to satisfy the outstanding debt (either by adjudication, if eligible, or payment).

- Does DMV track whether the underlying debt stems from moving violations tickets, parking tickets, unpaid taxes, Water and Sewer Authority service fees, vehicle conveyance fees, or any of the other fines, fees, or penalties that can serve as bases for rejection under the Clean Hands Law? If so, please provide this breakdown for any denied issuances or renewals in FY 2017 and FY 2018.

**Response:** No. DMV does not track whether ticket payments are due to Clean Hands or the customer simply paying the ticket fine/penalties. Also, DMV only has access to outstanding ticket debt as it relates to the Clean Hands law.

- Does DMV collect and/or maintain data regarding the amount of outstanding debt recovered from individuals following rejection of their applications for driver's license issuance or renewal? If so, please provide the amount recovered in FY 2017 and FY 2018.

**Response:** No. DMV does not track whether ticket payments are due to Clean Hands or the customer simply paying the ticket fine/penalties. Also, DMV only has access to outstanding ticket debt as it relates to the Clean Hands law.

68. What steps has the DMV taken to implement the provisions of Law 22-175, the Traffic and Parking Ticket Penalty Amendment Act of 2017, which took effect on October 30, 2018, that are not subject to funding?

**Response:** On October 30, 2018, DMV's licensing system was programmed to no longer suspend driver licenses (DC resident) or driving privileges (non-DC resident) due to failure to pay a moving violation, failure to pay a moving violation after being found liable at a hearing, and failure to appear for a hearing on a moving violation. Additionally, on November 30, 2018, DMV's licensing system was programmed to reinstate all currently suspended driver licenses and driving privileges due to previous three criteria. After the reinstatements, letters were sent out to the impacted individuals.

- How many people have had their licenses or driving privileges reinstated as a result of the law?

**Response:** 65,922 individuals.

- ◆ Of that group, how many are D.C. residents?

**Response:** 15,521 DC residents.

- ◆ Of that group, how many are non-D.C. residents?

**Response:** 50,401 non-DC residents.

- How has DMV notified persons whose licenses or driving privileges have been reinstated?

**Response:** Due to the time-period of many of the suspensions, which dated back to 1969 for expired DC licenses and 1986 for non-DC licenses, DC DMV only sent out notification letters to 14,324 impacted by the reinstatements.

- ◆ Is DMV tracking returned mail on these notices? If so, how many have been returned, and what steps are taken subsequently to notify the person?

**Response:** No, DMV is not tracking returned mail.

- Please provide a sample letter or notice (with appropriate redactions) sent to persons whose licenses or driving privileges have been reinstated under L22-175.

**Response:** See attached Sample Letter Sent, RE: L22-175 (for Valid DLs).

- If a person's license expired during the time it was suspended, how is DMV communicating the reinstatement of the person's license?

**Response:** DMV also sent these individuals a letter letting them know their driver license (DC resident) or driver privileges (non-DC resident) were reinstated and that the driver license was expired. See attached Sample Letter Sent, RE: L22-175 (for Expired DLs).

- Does DMV require that those individuals whose licenses and/or driving privileges have been reinstated under L22-0175 pay a reinstatement fee?

**Response:** No.

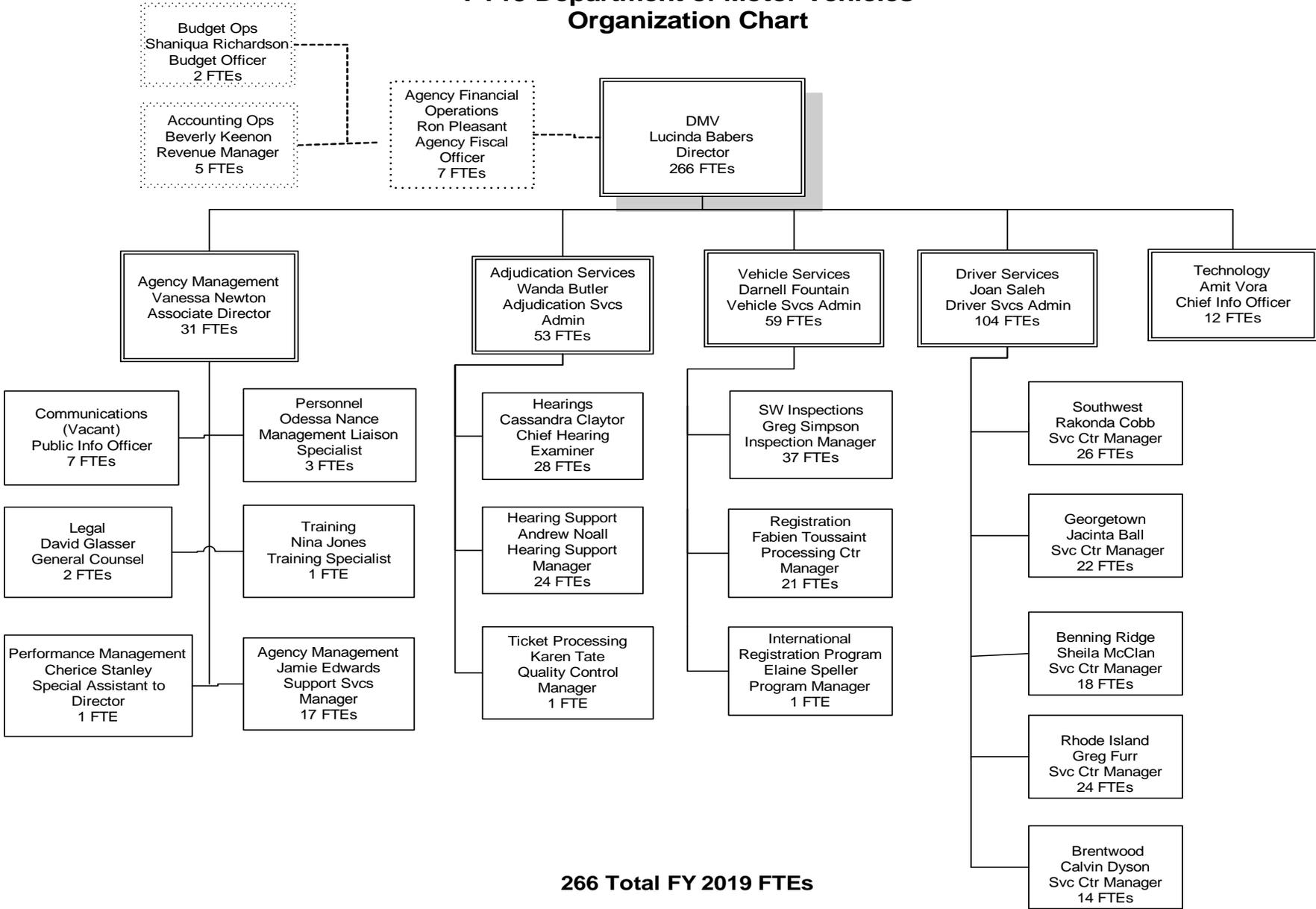
- Has DMV provided training for its employees on the implementation of L22-175? If so, please provide copies of any training materials.

**Response:** Yes. See attached email communication sent to DMV employees, the OCFO's Central Collection Unit and the Office of Unified Communications related to L22-175.

#### Attachments

1. Q1 - DMV FY2019 Organizational Chart
2. Q1 and Q3 – DMV FY2019 Position List
3. Q17 - FY2018 DMV Performance Accountability Report
4. Q25 - DMV FY2018/2019 Major Contracts
5. Q68 – December 10, 2018 Sample Letter Sent, RE: L22-175 (for Valid DLs)
6. Q68 – December 10, 2018 Sample Letter Sent, RE: L22-175 (for Expired DLs)
7. Q68 – December 17, 2018 Email Communication related to L22-175

# FY19 Department of Motor Vehicles Organization Chart



## DC DMV FY19 Position List

(As of January 31, 2019)

Pos #	Title	Employee Name	Hire Date	Vac Stat	Vac Days	Federal/ Local Law to Fill	Job Status	Job Series	Grade	Step	Salary	Fringe	Sub-Division/ Activity	Program/ Division
00002584	Staff Assistant			V	122	No	Reg	301	9	1	49,570	12,789	Hearing Support	Adjudication Services
00004620	Legal Instrument Examiner (DMV)	Berry, Aliya	8/25/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Hearing Support	Adjudication Services
00004670	Lead Legal Instrum. Exam (DMV)	Massey, Shirley T	7/28/2003	F	N/A	No	Reg	963	10	6	68,253	17,609	Hearing Support	Adjudication Services
00006892	Legal Instrument Examiner (DMV)			V	50	No	Reg	963	9	1	53,620	13,834	Hearing Support	Adjudication Services
00007669	Legal Instrument Examiner (DMV)	Macias, Dulce Angelica	2/3/1997	F	N/A	No	Reg	963	9	9	67,324	17,370	Hearing Support	Adjudication Services
00009555	Hearing Support Manager	Noall, Andrew J	10/29/2018	F	N/A	No	Reg	963	13	1	91,045	23,490	Hearing Support	Adjudication Services
00014261	Legal Instrument Examiner (DMV)	Julien, Jasmine	10/24/1987	F	N/A	No	Reg	963	9	10	69,037	17,812	Hearing Support	Adjudication Services
00015013	Management Analyst	Dampier, Ronnie	11/2/2015	F	N/A	No	Reg	343	13	4	93,336	24,081	Hearing Support	Adjudication Services
00015424	Legal Instrument Examiner (DMV)	Smith Godfrey, Tonya L	5/26/1998	F	N/A	No	Reg	963	9	8	65,611	16,928	Hearing Support	Adjudication Services
00015839	Lead Legal Instrum. Exam (DMV)	Meadows, Felicia R	8/17/1987	F	N/A	No	Reg	963	10	9	73,911	19,069	Hearing Support	Adjudication Services
00016017	Legal Instrument Examiner (DMV)	Smith, Dawn	6/26/2017	F	N/A	No	Reg	963	6	2	41,454	10,695	Hearing Support	Adjudication Services
00016925	Legal Instrument Examiner (DMV)	Sedgwick, Denise	12/19/1988	F	N/A	No	Reg	963	9	10	69,037	17,812	Hearing Support	Adjudication Services
00017922	Legal Instrument Examiner (DMV)			V	48	No	Reg	963	6	1	40,058	10,335	Hearing Support	Adjudication Services
00018156	Legal Instrument Examiner (DMV)	Young Jr., Charles M	10/22/1999	F	N/A	No	Reg	963	9	8	65,611	16,928	Hearing Support	Adjudication Services
00020920	Supv Legal Instrument Examiner	Coyoy, Paula I	3/16/2009	F	N/A	No	Reg	963	11	1	77,157	19,906	Hearing Support	Adjudication Services
00021545	Lead Legal Instrum. Exam (DMV)	Campbell-Perkins, Kimberly J	8/27/1990	F	N/A	No	Reg	963	10	10	75,797	19,556	Hearing Support	Adjudication Services
00022258	Legal Instrument Examiner (DMV)	Hawkins, Lajuan R	6/19/1985	F	N/A	No	Reg	963	9	10	69,037	17,812	Hearing Support	Adjudication Services
00023882	Legal Instrument Examiner (DMV)	Harris, Naadira A	9/29/2008	F	N/A	No	Reg	963	8	5	54,958	14,179	Hearing Support	Adjudication Services
00024018	Legal Instrument Examiner (DMV)	Ford, Karlotta	12/15/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Hearing Support	Adjudication Services
00024228	Legal Instrument Examiner (DMV)	Williams, Kraig R	10/16/2017	F	N/A	No	Reg	963	6	2	41,454	10,695	Hearing Support	Adjudication Services
00026454	Legal Instrument Examiner (DMV)	Hardy, Gloria A	3/10/2003	F	N/A	No	Reg	963	9	7	63,898	16,486	Hearing Support	Adjudication Services
00027018	Legal Instrument Examiner (DMV)	Hellams, Delante A	4/21/2003	F	N/A	No	Reg	963	9	7	63,898	16,486	Hearing Support	Adjudication Services
00031459	Legal Instrument Examiner (DMV)	Johnson, Rachele A	10/16/2017	F	N/A	No	Reg	963	6	2	41,454	10,695	Hearing Support	Adjudication Services
00082439	Legal Instrument Examiner (DMV)	Tann, Erica M.	3/24/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Hearing Support	Adjudication Services

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Pos #	Title	Employee Name	Hire Date	Vac Stat	Vac Days	Federal/ Local Law to Fill	Job Status	Job Series	Grade	Step	Salary	Fringe	Sub-Division/ Activity	Program/ Division
00000700	Hearing Examiner	Warren Ali,Valerie	8/25/1997	F	N/A	Local	Reg	930	13	10	118,670	30,617	Hearings	Adjudication Services
00002750	Hearing Examiner	Toure,Kweku A	8/7/2017	F	N/A	Local	Temp	930	12	1	79,930	20,622	Hearings	Adjudication Services
00003497	Hearing Examiner	Musonye Smith,Rose	5/3/1991	F	N/A	Local	Reg	930	13	10	118,670	30,617	Hearings	Adjudication Services
00004241	Hearing Examiner	Boyd,Sharon Grace	11/13/2007	F	N/A	Local	Reg	930	13	8	112,764	29,093	Hearings	Adjudication Services
00007910	Hearing Examiner	Roshell,Alicia A.	9/11/2008	F	N/A	Local	Reg	930	13	7	109,811	28,331	Hearings	Adjudication Services
00008344	Hearing Examiner	Thompson,Dakarai D.	3/7/2016	F	N/A	Local	Reg	930	13	3	97,999	25,284	Hearings	Adjudication Services
00008824	Hearing Examiner	Lawson,Stephen J	4/8/2002	F	N/A	Local	Reg	930	13	9	115,717	29,855	Hearings	Adjudication Services
00009834	Appeals Board Member	Banks,Wyndell O	9/19/2016	F	N/A	Local	Temp	301	14	1	50,320	12,982	Hearings	Adjudication Services
00011713	Hearing Examiner	Williams,Wanda	2/8/2016	F	N/A	Local	Reg	930	13	3	97,999	25,284	Hearings	Adjudication Services
00012316	Hearing Examiner	Horsley,Bashan W	12/15/2014	F	N/A	Local	Reg	930	13	3	97,999	25,284	Hearings	Adjudication Services
00013665	Hearing Examiner	Boone,Emma M	10/7/2013	F	N/A	Local	Reg	930	13	5	103,905	26,807	Hearings	Adjudication Services
00015767	Staff Assistant	Carr,Shelley L	4/14/2008	F	N/A	No	Reg	301	9	7	59,080	15,243	Hearings	Adjudication Services
00017321	Supv Hearing Examiner	Butler,Wanda F	7/11/1994	F	N/A	Local	Reg	930	16	1	150,833	38,915	Hearings	Adjudication Services
00019753	Hearing Examiner	Ruffin,Marvin G	9/26/2011	F	N/A	Local	Reg	930	13	7	109,811	28,331	Hearings	Adjudication Services
00020770	Staff Assistant	Carpenter,Asia	4/3/2017	F	N/A	No	Reg	301	9	2	51,155	13,198	Hearings	Adjudication Services
00022136	Hearing Examiner	Walton,Gina	8/18/1995	F	N/A	Local	Reg	930	13	9	115,717	29,855	Hearings	Adjudication Services
00023529	Hearing Examiner	Davis,Remigia C	3/16/2009	F	N/A	Local	Reg	930	13	7	109,811	28,331	Hearings	Adjudication Services
00023611	Appeals Board Member	Robinson,Nadine L	6/22/2009	F	N/A	Local	Temp	301	14	1	50,320	12,982	Hearings	Adjudication Services
00024269	Hearing Examiner	Thomas,Yanic L	3/5/2018	F	N/A	Local	Temp	930	12	2	82,412	21,262	Hearings	Adjudication Services
00025051	Hearing Examiner	Collins,Christopher L	6/11/1977	F	N/A	Local	Reg	930	13	10	118,670	30,617	Hearings	Adjudication Services
00026218	Hearing Examiner	Harris,Mark M	4/5/1993	F	N/A	Local	Reg	930	13	10	118,670	30,617	Hearings	Adjudication Services
00026493	Hearing Examiner	Dansby,Tonia M	9/22/2003	F	N/A	Local	Reg	930	13	9	115,717	29,855	Hearings	Adjudication Services
00031438	Hearing Examiner	Davis,Joseph	8/21/2017	F	N/A	Local	Reg	930	13	1	92,093	23,760	Hearings	Adjudication Services
00031473	Hearing Examiner	Matthews,Desiree Vanita	6/10/1985	F	N/A	Local	Reg	930	13	9	115,717	29,855	Hearings	Adjudication Services

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00031474	Supv Hearing Examiner	Claytor,Cassandra P	10/31/1994	F	N/A	Local	Reg	930	14	1	131,042	33,809	Hearings	Adjudication Services
00075103	Hearing Examiner	Neloms,Roxanne D.	4/9/2012	F	N/A	Local	Reg	930	13	8	112,764	29,093	Hearings	Adjudication Services
00082411	Hearing Examiner	Matlock,Belinda	8/21/2017	F	N/A	Local	Reg	930	13	2	95,046	24,522	Hearings	Adjudication Services
00082412	Hearing Examiner	Best,David D.	4/7/2014	F	N/A	Local	Reg	930	13	5	103,905	26,807	Hearings	Adjudication Services
00097005	Hearing Examiner			V	121	Local	Temp	930	12	1	79,930	20,622	Hearings	Adjudication Services
00002935	Quality Pgm Officer	Campbell-Tate,Karen	8/21/2017	F	N/A	No	Reg	1101	14	5	113,531	29,291	Ticket Processing	Adjudication Services
00040049	Revenue Officer	Keenon,Beverly	7/28/1988	F	N/A	No	Reg	512	12	8	97,300	25,103	Accounting Operations	Agency Financial Operations
00040059	Accounting Tech	West,Alva	6/25/2007	F	N/A	No	Reg	525	9	6	62,185	16,044	Accounting Operations	Agency Financial Operations
00040060	Accounting Tech	Jackson,Demetria R	5/30/2017	F	N/A	No	Reg	525	8	6	56,511	14,580	Accounting Operations	Agency Financial Operations
00040061	Accounting Tech	Batie,Tatiana	5/2/2016	F	N/A	No	Reg	525	8	10	62,724	16,183	Accounting Operations	Agency Financial Operations
00087662	Accounting Tech	Streety,Christopher	10/17/2016	F	N/A	No	Reg	525	7	5	50,556	13,043	Accounting Operations	Agency Financial Operations
00033764	Agency Fiscal Officer	Pleasant,Ronald J	4/13/2009	F	N/A	No	Reg	501	15	3	135,995	35,087	Budget Operations	Agency Financial Operations
00040062	Budget Officer	Richardson,Shaniqua A	12/7/1998	F	N/A	No	Reg	505	13	6	106,857	27,569	Budget Operations	Agency Financial Operations
00007513	Assoc Dir for Admin Svcs	Newton,Vanessa E	6/3/2002	F	N/A	No	Reg	301	15	1	120,819	31,171	Agency Management	Agency Management
00010034	Legal Instrument Examiner (DMV	Graham,Tiara S	8/26/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Agency Management	Agency Management
00010922	Investigator	Goci,Gledion	6/27/2016	F	N/A	No	Reg	1810	11	3	63,567	16,400	Agency Management	Agency Management
00012046	Director	Babers,Lucinda M	6/21/1999	F	N/A	Local	Reg	301	E4	1	189,194	48,812	Agency Management	Agency Management
00015900	Investigator	Johnson,Robert E	9/29/2008	F	N/A	No	Reg	1810	12	7	87,664	22,617	Agency Management	Agency Management
00016268	Executive Assistant	Pinnix,Jeanette L	12/7/1992	F	N/A	No	Reg	963	13	1	85,149	21,968	Agency Management	Agency Management
00018052	Support Services Specialist	Brown,Robert W	6/13/1992	F	N/A	No	Reg	342	9	8	60,665	15,652	Agency Management	Agency Management
00022612	Support Services Specialist			V	101	No	Reg	303	7	1	41,039	10,588	Agency Management	Agency Management
00026058	Support Services Assistant	Brighthart,Angela D	4/29/2002	F	N/A	No	Reg	303	7	9	52,447	13,531	Agency Management	Agency Management
00027099	Support Services Assistant	Branch,Kevin	11/30/2015	F	N/A	No	Reg	303	7	4	45,317	11,692	Agency Management	Agency Management
00031425	Support Services Assistant	Golson,Gabriel X	3/5/2018	F	N/A	No	Reg	342	7	2	42,465	10,956	Agency Management	Agency Management

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00031432	Support Services Specialist	Jackson,Terrie Denise	10/13/1986	F	N/A	No	Reg	342	11	8	73,167	18,877	Agency Management	Agency Management
00031440	Support Services Manager	Edwards,James L	4/30/2007	F	N/A	No	Reg	342	13	1	95,142	24,547	Agency Management	Agency Management
00031461	Management Analyst	Chinagorom,Emeka Martin	12/10/2018	F	N/A	No	Reg	343	13	1	85,149	21,968	Agency Management	Agency Management
00032472	Staff Assistant	Miller,Tonya M	10/4/2004	F	N/A	No	Reg	301	11	8	73,167	18,877	Agency Management	Agency Management
00083164	Investigator	Al-Shammary,Zainab	1/26/2015	F	N/A	No	Reg	1810	11	4	65,487	16,896	Agency Management	Agency Management
00085758	Ticket Ombudsman	Dugger,Tony	6/8/2015	F	N/A	No	Reg	301	8	1	98,793	25,489	Agency Management	Agency Management
00020899	Correspondence Mgnt Specialist	Hodges,Shannon Madiel	10/17/2005	F	N/A	No	Reg	301	9	7	59,080	15,243	Communications	Agency Management
00031436	Correspondence Mgnt Specialist	Small,Michelle F	2/12/2001	F	N/A	No	Reg	301	9	10	63,835	16,469	Communications	Agency Management
00083165	Information Technology Special			V	739	No	Reg	2210	11	1	59,727	15,410	Communications	Agency Management
00088125	Public Information Officer			V	68	No	Reg	1001	14	1	125,642	32,416	Communications	Agency Management
00088220	Correspondence Mgnt Specialist	Corley,Demaria A	9/19/2016	F	N/A	No	Reg	301	9	3	52,740	13,607	Communications	Agency Management
00088222	Correspondence Mgnt Specialist	Daniell,Kiyah A	9/19/2016	F	N/A	No	Reg	301	9	5	55,910	14,425	Communications	Agency Management
00088224	Correspondence Mgnt Specialist	Freeman,Angela	10/3/2016	F	N/A	No	Reg	301	9	5	55,910	14,425	Communications	Agency Management
00011902	Supervisor Trial Attorney	Glasser,David M	1/22/2007	F	N/A	No	Reg	905	2	1	165,832	42,785	Legal	Agency Management
00041737	Attorney Advisor	Reed,Ariel W	1/22/2018	F	N/A	No	Reg	905	13	1	98,362	25,377	Legal	Agency Management
00031413	Management Analyst	Stanley,Cherice Y	10/29/2007	F	N/A	No	Reg	343	14	6	116,754	30,123	Performance Management	Agency Management
00022968	Management Liaison Specialist	Payne,Lisa	10/13/1982	F	N/A	No	Reg	301	12	10	94,543	24,392	Personnel	Agency Management
00024589	Human Resources Specialist	Osei-Djan,Montii T	6/9/208	F	N/A	No	Reg	301	11	4	65,487	16,896	Personnel	Agency Management
00031437	Management Liaison Specialist	Scruggs Nance,Odessa M	7/18/1983	F	N/A	No	Reg	301	13	8	104,252	26,897	Personnel	Agency Management
00031456	Training Specialist	Jones,Nina	6/15/2015	F	N/A	No	Reg	9888	12	6	85,371	22,026	Training	Agency Management
00001879	Legal Instrument Examiner (DMV	Green,Christina L	1/7/2019	F	N/A	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00001900	Supv Legal Instrument Examiner	Kimbrell,Cordero	11/13/2018	F	N/A	No	Reg	301	11	1	77,156	19,906	Licensing	Driver Services
00003090	Legal Instrument Examiner (DMV	Casco,Salvador A	4/19/1999	F	N/A	No	Reg	963	8	9	61,170	15,782	Licensing	Driver Services
00004406	Legal Instrument Examiner (DMV	Perkins,Joi	3/23/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Licensing	Driver Services
00006137	Legal Instrument Examiner (DMV	Tolliver,Cristella	10/5/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Licensing	Driver Services
00007261	Supv Legal Instrument Examiner	Seon,Janae L	1/11/2016	F	N/A	No	Reg	963	11	1	77,156	19,906	Licensing	Driver Services
00007680	Legal Instrument Examiner (DMV	Crews,Chenia Ontrell	1/7/2019	F	N/A	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00010349	Legal Instrument Examiner (DMV			V	96	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services

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00011154	Driver License Examiner (Comme	Hamidi,Omar	8/22/2016	F	N/A	No	Reg	303	9	3	57,046	14,718	Licensing	Driver Services
00012455	Driver License Examiner (Comme			V	122	No	Reg	303	9	1	53,620	13,834	Licensing	Driver Services
00013055	Staff Assistant	Hampton,DeChelle C.	12/3/2012	F	N/A	No	Reg	301	9	5	55,910	14,425	Licensing	Driver Services
00013870	Lead Legal Instrum. Exam (DMV)	Murphy,Jacquelyn Y	3/23/1982	F	N/A	No	Reg	963	10	10	75,797	19,556	Licensing	Driver Services
00013993	Legal Instrument Examiner (DMV)	Hall,Vonyee M c	5/23/1988	F	N/A	No	Reg	963	9	10	69,037	17,812	Licensing	Driver Services
00014441	Legal Instrument Examiner (DMV)	Streeter II,Lacy C	10/1/1994	F	N/A	No	Reg	963	7	9	56,725	14,635	Licensing	Driver Services
00014498	Legal Instrument Examiner (DMV)	Johnson,Linda	1/11/1999	F	N/A	No	Reg	963	8	9	61,170	15,782	Licensing	Driver Services
00014629	Legal Instrument Examiner (DMV)	Cruz,Joana	9/8/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Licensing	Driver Services
00015585	Legal Instrument Examiner (DMV)	Semple,Shamika	4/29/2002	F	N/A	No	Reg	963	9	6	62,185	16,044	Licensing	Driver Services
00016071	Supv Legal Instrument Examiner	Anderson-King,Kathleen E	4/2/2018	F	N/A	No	Reg	963	11	1	77,156	19,906	Licensing	Driver Services
00016154	Legal Instrument Examiner (DMV)	Stewart,Arthur L	3/3/2008	F	N/A	No	Reg	963	7	6	52,099	13,442	Licensing	Driver Services
00016312	Legal Instrument Examiner (DMV)	Washington,Rickie J	6/21/1999	F	N/A	No	Reg	963	8	10	62,723	16,183	Licensing	Driver Services
00016757	Legal Instrument Examiner (DMV)	Moore,Mercy M	6/21/1971	F	N/A	No	Reg	963	10	10	75,797	19,556	Licensing	Driver Services
00017047	Legal Instrument Examiner (DMV)	Washington,Verlez M	3/8/1999	F	N/A	No	Reg	963	8	8	59,617	15,381	Licensing	Driver Services
00017643	Legal Instrument Examiner (DMV)	Covington,Dwayne E	3/17/1986	F	N/A	No	Reg	963	9	10	69,037	17,812	Licensing	Driver Services
00017748	Legal Instrument Examiner (DMV)	Deloatch,Yolanda A	11/2/1992	F	N/A	No	Reg	963	9	9	67,324	17,370	Licensing	Driver Services
00017799	Driver License Examiner MVO	Brown Jr.,Leon B	3/17/1988	F	N/A	No	Reg	303	9	10	69,037	17,812	Licensing	Driver Services
00017816	Legal Instrument Examiner (DMV)	Powell,Kiina T	6/26/2017	F	N/A	No	Reg	963	6	2	41,454	10,695	Licensing	Driver Services
00018027	Driver Svcs Administrator	Saleh,Joan B	11/30/1988	F	N/A	No	Reg	301	15	1	128,750	33,217	Licensing	Driver Services
00018074	Legal Instrument Examiner (DMV)	Quarles,Kevin	9/8/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Licensing	Driver Services
00018251	Legal Instrument Examiner (DMV)	Holliway,Lakesha	8/25/2003	F	N/A	No	Reg	963	8	8	59,617	15,381	Licensing	Driver Services
00018444	Legal Instrument Examiner (DMV)	Lee,Tracey M	2/22/2005	F	N/A	No	Reg	963	9	6	62,185	16,044	Licensing	Driver Services
00018588	Legal Instrument Examiner (DMV)	Nickens, LaKeisha	5/16/2005	F	N/A	No	Reg	963	8	8	59,617	15,381	Licensing	Driver Services
00018606	Legal Instrument Examiner (DMV)	Shorter,Wanda M	4/23/1987	F	N/A	No	Reg	963	9	10	69,037	17,812	Licensing	Driver Services
00018644	Legal Instrument Examiner (DMV)	White,Ladonna M	12/29/1987	F	N/A	No	Reg	963	9	10	69,037	17,812	Licensing	Driver Services
00018957	Legal Instrument Examiner (DMV)	Akinrinlola,Kayode O	6/2/2003	F	N/A	No	Reg	963	8	8	59,617	15,381	Licensing	Driver Services
00019215	Legal Instrument Examiner (DMV)	Jordan,Michael E	3/3/2008	F	N/A	No	Reg	963	7	6	52,099	13,442	Licensing	Driver Services
00019291	Supv Legal Instrument Examiner	Forbes,Tanya J	2/20/2007	F	N/A	No	Reg	963	11	1	77,123	19,898	Licensing	Driver Services
00019653	Legal Instrument Examiner (DMV)	Jackson,Timothy	12/12/2016	F	N/A	No	Reg	963	7	1	44,389	11,452	Licensing	Driver Services
00021192	Driver License Examiner (Comme	Tarawali,Sahida	8/8/2016	F	N/A	No	Reg	303	9	3	57,046	14,718	Licensing	Driver Services
00021351	Legal Instrument Examiner (DMV)	Smith,Tonika	5/16/2018	F	N/A	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00021938	Legal Instrument Examiner (DMV)	James,Natasha A	5/27/2008	F	N/A	No	Reg	963	7	6	52,099	13,442	Licensing	Driver Services
00022023	Legal Instrument Examiner (DMV)	Tillman,Barbette	9/25/1989	F	N/A	No	Reg	963	8	10	62,723	16,183	Licensing	Driver Services
00022050	Legal Instrument Examiner (DMV)	Kearney,Lawanda D	4/10/2000	F	N/A	No	Reg	963	8	9	61,170	15,782	Licensing	Driver Services
00022231	Legal Instrument Examiner (DMV)	Marshall,Kimmlyn R	4/5/2000	F	N/A	No	Reg	963	8	9	61,170	15,782	Licensing	Driver Services
00022806	Legal Instrument Examiner (DMV)	Holmes,Ursula S	7/12/1982	F	N/A	No	Reg	963	9	10	69,037	17,812	Licensing	Driver Services
00023041	Legal Instrument Examiner (DMV)	Walton,Johnice M	1/25/1993	F	N/A	No	Reg	963	9	9	67,324	17,370	Licensing	Driver Services
00023271	Legal Instrument Examiner (DMV)	McEachin,Tiana	4/18/2016	F	N/A	No	Reg	963	7	1	44,389	11,452	Licensing	Driver Services
00023289	Legal Instrument Examiner (DMV)	Bethea,Saundria C	1/27/2002	F	N/A	No	Reg	963	8	8	59,617	15,381	Licensing	Driver Services
00023890	Legal Instrument Examiner (DMV)	Allen,Victoria	4/12/1999	F	N/A	No	Reg	963	9	8	65,611	16,928	Licensing	Driver Services
00024292	Legal Instrument Examiner (DMV)	Yeung,Josiah M	10/2/2017	F	N/A	No	Reg	963	6	2	41,454	10,695	Licensing	Driver Services
00024603	Service Center Manager (DMV)	Ball,Jacinta P	11/29/1999	F	N/A	No	Reg	301	13	1	91,045	23,490	Licensing	Driver Services
00024989	Legal Instrument Examiner (DMV)	Boothe,Georgia	8/12/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Licensing	Driver Services
00025765	Driver License Examiner MVO	LaBoard,Corey D	10/17/2016	F	N/A	No	Reg	303	9	2	55,333	14,276	Licensing	Driver Services
00026417	Legal Instrument Examiner (DMV)	Allen Robinson,Patria	1/10/1984	F	N/A	No	Reg	963	8	10	62,723	16,183	Licensing	Driver Services
00026571	Legal Instrument Examiner (DMV)	Gibson,Maria A	1/25/1993	F	N/A	No	Reg	963	9	10	69,037	17,812	Licensing	Driver Services
00026598	Legal Instrument Examiner (DMV)	Prince,Dora Devonn	4/18/2000	F	N/A	No	Reg	963	8	8	59,617	15,381	Licensing	Driver Services
00026652	Legal Instrument Examiner (DMV)	Johnson,Nikita M	5/27/2008	F	N/A	No	Reg	963	7	6	52,099	13,442	Licensing	Driver Services

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00026679	Legal Instrument Examiner (DMV	Lewis,Marcus	6/26/2017	F	N/A	No	Reg	963	6	2	41,454	10,695	Licensing	Driver Services
00027013	Legal Instrument Examiner (DMV	Blango,Chantise	3/23/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Licensing	Driver Services
00027262	Lead Legal Instrum. Exam (DMV)	Diggs,Cheryl R	6/4/1978	F	N/A	No	Reg	963	10	10	75,797	19,556	Licensing	Driver Services
00027344	Legal Instrument Examiner (DMV	West,Letitia M	5/12/1997	F	N/A	No	Reg	963	9	9	67,324	17,370	Licensing	Driver Services
00027493	Legal Instrument Examiner (DMV	Griffin,Roderick T	4/10/2000	F	N/A	No	Reg	963	8	9	61,170	15,782	Licensing	Driver Services
00031415	Legal Instrument Examiner (DMV	Jones,Gwendolyn T	10/29/1981	F	N/A	No	Reg	963	8	10	62,723	16,183	Licensing	Driver Services
00031426	Service Center Manager (DMV)	Furr Jr.,Gregory J.	7/29/2013	F	N/A	No	Reg	301	13	1	91,045	23,490	Licensing	Driver Services
00031429	Vehicle Management Specialist	Pitt,Francine	5/15/2000	F	N/A	No	Reg	301	9	8	60,665	15,652	Licensing	Driver Services
00031433	Legal Instrument Examiner (DMV	Tchameni,Alain Brice M	1/7/2019	F	N/A	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00031441	Service Center Manager (DMV)	Dyson,Calvin C	12/14/2015	F	N/A	No	Reg	301	13	1	91,045	23,490	Licensing	Driver Services
00031445	Legal Instrument Examiner (DMV	McCrae,Dorothy	8/25/1989	F	N/A	No	Reg	963	8	10	62,723	16,183	Licensing	Driver Services
00031450	Driver License Examiner MVO	Day,Justin	10/21/2013	F	N/A	No	Reg	303	9	7	63,898	16,486	Licensing	Driver Services
00031462	Legal Instrument Examiner (DMV	Dixon,Marcel B	10/31/2005	F	N/A	No	Reg	963	8	7	58,064	14,981	Licensing	Driver Services
00031463	Legal Instrument Examiner (DMV			V	153	No	Reg	963	8	1	48,746	12,576	Licensing	Driver Services
00031471	Legal Instrument Examiner (DMV	Lewis,Paula	5/16/2005	F	N/A	No	Reg	963	8	8	59,617	15,381	Licensing	Driver Services
00031496	Service Center Manager (DMV)	Mcclan,Sheila D	8/18/1980	F	N/A	No	Reg	301	13	1	98,947	25,528	Licensing	Driver Services
00034672	Legal Instrument Examiner (DMV	Hawkins,Mattie M	1/11/1999	F	N/A	No	Reg	963	8	9	61,170	15,782	Licensing	Driver Services
00034676	Driver License Examiner MVO	Chester,Christal L	10/7/2013	F	N/A	No	Reg	303	9	5	60,472	15,602	Licensing	Driver Services
00034679	Supv Legal Instrument Examiner	Dickerson,Dominic	11/13/2018	F	N/A	No	Reg	963	11	1	77,156	19,906	Licensing	Driver Services
00042011	Service Center Manager (DMV)	Cobb,Rakonda Jamese	6/16/2014	F	N/A	No	Reg	301	13	1	91,045	23,490	Licensing	Driver Services
00042131	Supv Legal Instrument Examiner	Parker,Mary A	10/10/1989	F	N/A	No	Reg	963	11	1	77,157	19,906	Licensing	Driver Services
00042132	Legal Instrument Examiner (DMV	Crump,Salena	9/8/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Licensing	Driver Services
00082394	Management Analyst	Miles,Marquis D	11/18/2013	F	N/A	No	Reg	343	13	10	109,710	28,305	Licensing	Driver Services
00082409	Legal Instrument Examiner (DMV	Shephard,Shirley Y	1/17/1989	F	N/A	No	Reg	963	9	10	69,037	17,812	Licensing	Driver Services
00082410	Lead Legal Instrum. Exam (DMV)	Anthony,Donna C	7/30/1985	F	N/A	No	Reg	963	10	10	75,797	19,556	Licensing	Driver Services
00082422	Legal Instrument Examiner (DMV	Johnson-McGill,Alisa Diane	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Licensing	Driver Services
00082424	Legal Instrument Examiner (DMV	Green,Tiara M	4/17/2018	F	N/A	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00082425	Legal Instrument Examiner (DMV	Sledge,TeQuanda	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Licensing	Driver Services
00082426	Legal Instrument Examiner (DMV	Williams,Shantrice Kapiolani	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Licensing	Driver Services
00082428	Legal Instrument Examiner (DMV	Bowles,Cynthia L	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Licensing	Driver Services
00082429	Legal Instrument Examiner (DMV	Davis,Keara K.	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Licensing	Driver Services
00082430	Legal Instrument Examiner (DMV	Douglass,Brandie Danielle	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Licensing	Driver Services
00082431	Legal Instrument Examiner (DMV			V	211	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00082433	Legal Instrument Examiner (DMV	Manning,Christina Marie	1/7/2019	F	N/A	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00082435	Legal Instrument Examiner (DMV	Oxendine,Valerie L.	3/24/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Licensing	Driver Services
00082436	Legal Instrument Examiner (DMV	Bempah,Jacqueline O.	3/24/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Licensing	Driver Services
00082437	Legal Instrument Examiner (DMV			V	50	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00082438	Legal Instrument Examiner (DMV	Whitaker,Kia P.	3/24/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Licensing	Driver Services
00082440	Legal Instrument Examiner (DMV	Stinnett,Alexus S	4/13/2015	F	N/A	No	Reg	963	7	1	44,389	11,452	Licensing	Driver Services
00082441	Legal Instrument Examiner (DMV	Spears,StarQuasha L	8/10/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Licensing	Driver Services
00082442	Legal Instrument Examiner (DMV	Garnes,Quentin S.	4/7/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Licensing	Driver Services
00082443	Legal Instrument Examiner (DMV	Clements,Talayna	12/27/2016	F	N/A	No	Reg	963	7	1	44,389	11,452	Licensing	Driver Services
00082444	Legal Instrument Examiner (DMV	Jabulani,Ousanas Belle	4/21/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Licensing	Driver Services
00082445	Legal Instrument Examiner (DMV	Anderson,Monica	6/16/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Licensing	Driver Services
00082446	Lead Legal Instrum. Exam (DMV)	Browner,Denita A	3/4/1985	F	N/A	No	Reg	963	10	10	75,797	19,556	Licensing	Driver Services
00083201	Legal Instrument Examiner (DMV	Nelson, Brianna	1/7/2019	F	N/A	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services
00083202	Legal Instrument Examiner (DMV	Gordon,Tyrina L	11/22/1999	F	N/A	No	Reg	963	9	8	65,611	16,928	Licensing	Driver Services
00094152	Legal Instrument Examiner (DMV			V	103	No	Reg	963	6	1	40,058	10,335	Licensing	Driver Services

**DC DMV FY19 Position List**

(As of January 31, 2019)

Pos #	Title	Employee Name	Hire Date	Vac Stat	Vac Days	Federal/ Local Law to Fill	Job Status	Job Series	Grade	Step	Salary	Fringe	Sub-Division/ Activity	Program/ Division
00010091	IT Specialist (CUSTSPT)	Jackson,Marcus Deangelo	10/12/2010	F	N/A	No	Reg	2210	9	8	60,665	15,652	Information Technology	Technology Services
00013695	Info Tech Spec	Adams,Shawn G	12/10/2007	F	N/A	No	Reg	2210	11	8	73,167	18,877	Information Technology	Technology Services
00020717	Information Tech Spec Sys Adm	Whitley,Rickey M	1/23/1989	F	N/A	No	Reg	2210	14	10	129,646	33,449	Information Technology	Technology Services
00022035	Info Tech Spec	Thomas,Claude C	2/20/2007	F	N/A	No	Reg	334	13	8	104,252	26,897	Information Technology	Technology Services
00031419	Supervisory Information Techno	Bandla,Raja V r	11/10/2003	F	N/A	No	Reg	2210	16	1	134,765	34,769	Information Technology	Technology Services
00031420	Info Tech Spec	Golden,Leonard A	2/6/2006	F	N/A	No	Reg	334	13	9	106,981	27,601	Information Technology	Technology Services
00031454	Info Tech Spec	Beegle,Jeremy S	3/5/2007	F	N/A	No	Reg	2210	13	8	104,252	26,897	Information Technology	Technology Services
00031457	Chief Information Officer	Vora,Amit	3/22/2004	F	N/A	No	Reg	2210	16	1	150,834	38,915	Information Technology	Technology Services
00032534	Info Tech Spec	Aliaga,Juan C	10/4/1999	F	N/A	No	Reg	2210	11	8	73,167	18,877	Information Technology	Technology Services
00082399	IT Spec (Application Software)	Bryant,Darrell Keith	6/16/2014	F	N/A	No	Reg	2210	11	5	67,407	17,391	Information Technology	Technology Services
00082402	IT Spec (Application Software)	McAdams,Bobby E	11/2/2015	F	N/A	No	Reg	2210	11	4	65,487	16,896	Information Technology	Technology Services
00088225	IT Specialist (APPL. SFTWARE)			V	1151	No	Reg	2210	15	1	128,764	33,221	Information Technology	Technology Services
00004159	Dispute Resolution Spec	Nyankale,Sipho M	3/9/1998	F	N/A	No	Reg	1802	9	10	69,037	17,812	Inspection	Vehicle Services
00005825	Motor Vehicle Inspector	Holley,Demetric V	3/1/1999	F	N/A	No	Reg	1802	8	10	62,723	16,183	Inspection	Vehicle Services
00009113	Supv Motor Vehicle Inspector	Orjisson,Horniman C	3/30/1998	F	N/A	No	Reg	1802	11	1	76,893	19,838	Inspection	Vehicle Services
00009992	Motor Vehicle Inspector	Fuentes,Oscar I	4/17/2018	F	N/A	No	Reg	1802	6	1	40,058	10,335	Inspection	Vehicle Services
00010169	Laborer	Lewis,Kevin	10/6/2003	F	N/A	No	Reg	3502	4	6	46,238	11,930	Inspection	Vehicle Services
00010712	Motor Vehicle Inspector			V	932	No	Reg	1802	6	1	40,058	10,335	Inspection	Vehicle Services
00011221	Motor Vehicle Inspector	Taylor,Reggie	12/28/1998	F	N/A	No	Reg	1802	8	10	62,723	16,183	Inspection	Vehicle Services
00011518	Dispute Resolution Spec	Kitt,Larry	2/3/2000	F	N/A	No	Reg	1802	9	9	67,324	17,370	Inspection	Vehicle Services
00014081	Motor Vehicle Inspector	Perry,Patrick	3/21/2016	F	N/A	No	Reg	1802	7	2	45,931	11,850	Inspection	Vehicle Services
00016402	Lead Motor Vehicle Inspector			V	47	No	Reg	1802	9	1	53,620	13,834	Inspection	Vehicle Services
00016888	Motor Vehicle Inspector	Riley,Eric	4/3/2017	F	N/A	No	Reg	1802	6	2	41,454	10,695	Inspection	Vehicle Services
00017082	Motor Vehicle Inspector			V	271	No	Reg	1802	6	1	40,058	10,335	Inspection	Vehicle Services
00017959	Motor Vehicle Inspector	Rivers,Raymond M	11/28/2005	F	N/A	No	Reg	1802	8	7	58,064	14,981	Inspection	Vehicle Services
00018657	Motor Vehicle Inspector	Davis,John B	4/7/2003	F	N/A	No	Reg	1802	7	7	53,641	13,839	Inspection	Vehicle Services
00019052	Motor Vehicle Inspector			V	216	No	Reg	1802	8	8	56,745	14,640	Inspection	Vehicle Services
00019649	Lead Motor Vehicle Inspector	Middleton Jr.,George	7/1/2001	F	N/A	No	Reg	1802	9	9	67,324	17,370	Inspection	Vehicle Services
00020246	Motor Vehicle Inspector	Phillips,Thomas	4/24/2000	F	N/A	No	Reg	1802	8	10	62,723	16,183	Inspection	Vehicle Services
00020533	Equipment Repairer	Tate Jr.,Edward	8/3/1998	F	N/A	No	Reg	4801	9	10	69,181	17,849	Inspection	Vehicle Services
00020845	Motor Vehicle Inspector	James,Lauren	9/5/2017	F	N/A	No	Reg	1802	6	2	41,454	10,695	Inspection	Vehicle Services
00021605	Supv Motor Vehicle Inspector	Best,Tyronica T	12/7/1998	F	N/A	No	Reg	1802	11	1	77,157	19,906	Inspection	Vehicle Services
00021775	Lead Motor Vehicle Inspector	Fuller,Kelvin	5/22/1981	F	N/A	No	Reg	1802	9	10	69,037	17,812	Inspection	Vehicle Services
00022052	Motor Vehicle Inspector	Wood,Jeremairh	4/3/2017	F	N/A	No	Reg	1802	6	2	41,454	10,695	Inspection	Vehicle Services
00022582	Laborer	Dorsey,William	3/8/1999	F	N/A	No	Reg	3502	4	10	51,646	13,325	Inspection	Vehicle Services
00022713	Equipment Repairer	Spencer,Patrick L	11/2/1992	F	N/A	No	Reg	4801	9	10	69,181	17,849	Inspection	Vehicle Services

**DC DMV FY19 Position List**

(As of January 31, 2019)

Pos #	Title	Employee Name	Hire Date	Vac Stat	Vac Days	Federal/ Local Law to Fill	Job Status	Job Series	Grade	Step	Salary	Fringe	Sub-Division/ Activity	Program/ Division
00022845	Lead Motor Vehicle Inspector (	Walker,Larry	5/20/2002	F	N/A	No	Reg	1802	9	7	63,898	16,486	Inspection	Vehicle Services
00023192	Motor Vehicle Inspector	Douglas,Shahn M	6/30/2003	F	N/A	No	Reg	1802	8	8	59,617	15,381	Inspection	Vehicle Services
00024729	Lead Motor Vehicle Inspector	Jones Jr.,Herbert D	12/21/1998	F	N/A	No	Reg	1802	9	10	69,037	17,812	Inspection	Vehicle Services
00025117	Motor Vehicle Inspector	Mills,Sean F	4/21/2014	F	N/A	No	Reg	1802	7	3	47,473	12,248	Inspection	Vehicle Services
00025228	Motor Vehicle Inspector			V	153	No	Reg	1802	7	1	44,389	11,452	Inspection	Vehicle Services
00025303	Motor Vehicle Inspector	Starks,Sheila L	3/1/1999	F	N/A	No	Reg	1802	8	9	61,170	15,782	Inspection	Vehicle Services
00026688	Lead Motor Vehicle Inspector	Kartey,Maurice K	4/13/1998	F	N/A	No	Reg	1802	9	9	67,324	17,370	Inspection	Vehicle Services
00027368	Motor Vehicle Inspector	Cruz,Nathaniel	3/21/2016	F	N/A	No	Reg	1802	7	2	45,931	11,850	Inspection	Vehicle Services
00027411	Motor Vehicle Inspector	Jordan,JuJuan A	4/3/2017	F	N/A	No	Reg	1802	6	2	41,454	10,695	Inspection	Vehicle Services
00031416	Motor Vehicle Inspector	Young,Dwayne	11/28/2005	F	N/A	No	Reg	1802	8	7	58,064	14,981	Inspection	Vehicle Services
00031418	Motor Vehicle Inspector	Norris,Franklin T	11/28/2005	F	N/A	No	Reg	1802	8	7	58,064	14,981	Inspection	Vehicle Services
00031475	Motor Vehicle Inspector	Agnew,Vinson E	4/3/2017	F	N/A	No	Reg	1802	6	2	41,454	10,695	Inspection	Vehicle Services
00035305	Service Center Manager (DMV)	Simpson,Gregory M	8/12/2002	F	N/A	No	Reg	301	13	1	94,687	24,429	Inspection	Vehicle Services
00012435	IRP Program Coordinator	Speller,Elaine	8/13/2001	F	N/A	No	Reg	301	13	10	109,710	28,305	International Registration Program	Vehicle Services
00003145	Legal Instrument Examiner (DMV	Givens,Leah L	4/23/1990	F	N/A	No	Reg	963	9	10	69,037	17,812	Registration	Vehicle Services
00011643	Legal Instrument Examiner (DMV	Spencer,Jasmine D	5/16/2018	F	N/A	No	Reg	963	6	1	40,058	10,335	Registration	Vehicle Services
00012681	Legal Instrument Examiner (DMV	Jackson,LeAndrea R	8/27/2012	F	N/A	No	Reg	963	7	4	49,015	12,646	Registration	Vehicle Services
00014833	Legal Instrument Examiner (DMV	Magruder,Tychia N	5/16/2005	F	N/A	No	Reg	963	9	6	62,185	16,044	Registration	Vehicle Services
00016184	Supv Legal Instrument Examiner	Anderson-Snipe,Brigid	5/20/2013	F	N/A	No	Reg	963	11	1	77,157	19,906	Registration	Vehicle Services
00020072	Legal Instrument Examiner (DMV	Barkley,Tomika	10/5/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Registration	Vehicle Services
00020167	Management Analyst	Dina, Christopher	6/8/2009	F	N/A	No	Reg	343	13	7	101,523	26,193	Registration	Vehicle Services
00025874	Legal Instrument Examiner (DMV	Batie,Derrick	1/5/1998	F	N/A	No	Reg	963	9	10	69,037	17,812	Registration	Vehicle Services
00031414	Lead Legal Instrum. Exam (DMV)	Johnson-Britton, LaChelle	5/16/2005	F	N/A	No	Reg	963	10	5	66,367	17,123	Registration	Vehicle Services
00031431	Legal Instrument Examiner (DMV	King,Maria	8/25/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Registration	Vehicle Services
00031443	Legal Instrument Examiner (DMV	Nowlin,Teairra	12/12/2016	F	N/A	No	Reg	963	7	1	44,389	11,452	Registration	Vehicle Services
00031452	Legal Instrument Examiner (DMV	Rivas,Dana	9/8/2015	F	N/A	No	Reg	963	7	2	45,931	11,850	Registration	Vehicle Services
00031466	Legal Instrument Examiner (DMV	Estrella, Eridania	5/16/2005	F	N/A	No	Reg	963	8	8	59,617	15,381	Registration	Vehicle Services
00031481	Vehicle Services Administrator	Fountain,Darnell	2/20/2007	F	N/A	No	Reg	301	15	1	127,841	32,983	Registration	Vehicle Services
00031493	Legal Instrument Examiner (DMV	Parnell,Shirley L	10/31/2005	F	N/A	No	Reg	963	7	8	55,183	14,237	Registration	Vehicle Services
00033841	Legal Instrument Examiner (DMV	Royal,Elecia M	10/16/2017	F	N/A	No	Reg	963	6	2	41,454	10,695	Registration	Vehicle Services
00082408	Service Center Manager (DMV)	Toussaint,Fabien O	4/21/2014	F	N/A	No	Reg	301	13	1	91,045	23,490	Registration	Vehicle Services
00082421	Legal Instrument Examiner (DMV	Jackson,Ashonta	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Registration	Vehicle Services
00082423	Legal Instrument Examiner (DMV	Mathis,Regina Neka	12/16/2013	F	N/A	No	Reg	963	7	4	49,015	12,646	Registration	Vehicle Services
00082427	Legal Instrument Examiner (DMV	Perry,Ja'nea	12/15/2014	F	N/A	No	Reg	963	7	3	47,473	12,248	Registration	Vehicle Services
00082432	Legal Instrument Examiner (DMV	Dunstan,Thurman	12/27/2016	F	N/A	No	Reg	963	7	1	44,389	11,452	Registration	Vehicle Services

# Department of Motor Vehicles FY2018

## FY2018 Performance Accountability Report

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

## Mission

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

## Summary of Services

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

## FY18 Top Accomplishments

What is the accomplishment that your agency wants to highlight?	How did this accomplishment impact residents of DC?	How did this accomplishment impact your agency?
Created digital vehicle registration card.	Customers now have the convenience of accessing their vehicle registration online or on their cell phones, thereby eliminating the issue of losing the physical card or not being able to read a worn registration card. Also, the color coding allows anyone to know the registration status, at a glance.	The program only started recently, however, we have been getting positive feedback from customers.
Implemented automatic voter registration process.	Residents visiting DC DMV for licensing/identification services are now automatically registered to vote, and their complete voter registration information will automatically be transmitted, real-time, to the Board of Elections. This is a streamlined process.	Although this accomplishment does not benefit DMV, it does increase the city's voter registration files and provides voting opportunities to all residents.
Implemented enhanced Ticket Alert Service (TAS) texts and text renewal reminders for licenses, identification cards, inspection and vehicle registration.	The ticket/boot/tow text alerts will allow customers to act before fees and penalties are assessed. Also, the use of texts for license/vehicle renewal notices serve as an additional notification for residents who may have changed their email address or recently moved.	We have not seen an impact yet; however, we expect customers will be very happy with the opportunity to receive additional reminder notices and potentially avoid late fees for failure to timely pay a ticket or renew registration.

## 2018 Strategic Objectives

Objective Number	Strategic Objective
1	Make it easier, faster and friendlier to do business with DMV.
2	Ensure a skilled and diverse workforce for quality customer service.

Objective Number	Strategic Objective
3	Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations.
4	Create and maintain a highly efficient, transparent and responsive District government.**

## 2018 Key Performance Indicators

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
<b>1 - Make it easier, faster and friendlier to do business with DMV. (4 Measures)</b>									
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Quarterly	80%	17.6%	25.7%	38.7%	10.1%	22.8%	Unmet	In June of 2018, the ticket processing vendor discovered 72K tickets which had not been staged/placed in the workflow queues. This did 2 things. First, it meant the number of tickets and age of tickets we used as a benchmark for this initiative was incorrect. Parking tickets were older than 9 months. Secondly, with this influx of aging tickets it became mathematically impossible for us to reach both the parking and photo ticket KPIs so we focused on the photo tickets and reached that goal.
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Quarterly	75%	77.7%	29.9%	83.5%	100%	75.8%	Met	
Average adjudication customer wait time in minutes	Quarterly	15	10	8	10	11	10	Met	
Average service center customer wait time in minutes	Quarterly	30	21	20	21	31	23	Met	
<b>2 - Ensure a skilled and diverse workforce for quality customer service. (4 Measures)</b>									
Percent of customers rating Adjudication Services as satisfactory or better	Quarterly	90%	84.8%	92.8%	95.4%	94.6%	93.7%	Met	
Percent of customers rating Vehicle Services as satisfactory or better	Quarterly	90%	94.7%	94.7%	94.7%	93.3%	94.3%	Met	
	Quarterly	85%	92%	90.7%	91.3%	88.2%	90.4%	Met	

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY2018	KPI Status	Explanation
Percent of customers rating Driver Services as satisfactory or better									
Percent of customers rating overall DMV service as satisfactory or better	Quarterly	85%	92%	90.3%	92.1%	89%	90.8%	Met	
<b>3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (4 Measures)</b>									
Percent usage of main online driver/vehicle services transactions	Quarterly	60%	66.4%	64.5%	63.6%	63.4%	64.4%	Met	
Percent of registrations renewed online	Quarterly	67%	76.8%	77.2%	76.2%	77%	76.8%	Met	
Percent of licenses renewed online	Quarterly	5%	17.2%	16.5%	13.9%	15.1%	15.5%	Met	
Percent of ID cards renewed online	Quarterly	1%	4.4%	4.1%	2.5%	3.2%	3.5%	Met	
<b>4 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure)</b>									
Percent of correspondence addressed within citywide standard of 15 days	Quarterly	95%	94.8%	98.8%	98.3%	99.5%	97.9%	Met	

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

## 2018 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
<b>1 - Adjudicate parking, moving and photo enforcement tickets (9 Measures)</b>						
Number of parking tickets adjudicated	Quarterly	43,535	59,089	42,959	50,610	196,193
Percent of parking tickets adjudicated	Quarterly	13.6%	17.4%	11.4%	14%	14%
Percent of adjudicated parking tickets dismissed	Quarterly	49.5%	52%	50.3%	52.5%	51.2%

Measure	Freq	Q1	Q2	Q3	Q4	FY 2018
Number of photo tickets adjudicated	Quarterly	31,891	24,392	39,348	30,649	126,280
Percent of photo tickets adjudicated	Quarterly	11.4%	9.1%	11.9%	8.9%	10.3%
Percent of adjudicated photo tickets dismissed	Quarterly	30.9%	25%	24.8%	28%	27.1%
Number of moving tickets adjudicated	Quarterly	4437	5300	9785	8331	27,853
Percent of moving tickets adjudicated	Quarterly	27.4%	30.2%	58.3%	49.1%	41.3%
Percent of adjudicated moving tickets dismissed	Quarterly	57.7%	60.5%	62.6%	63.3%	61.6%
<b>1 - Inspect vehicles for emissions and safety (1 Measure)</b>						
Number of vehicle inspections	Quarterly	40,367	42,421	44,830	40,305	167,923
<b>1 - Issue driver licenses and identification cards (2 Measures)</b>						
Number of driver licenses issued	Quarterly	29,686	33,557	34,609	36,352	134,204
Number of identification cards issued	Quarterly	9807	11,359	11,599	11,767	44,532
<b>1 - Title and register vehicles (1 Measure)</b>						
Number of vehicle registrations issued	Quarterly	60,671	62,492	67,628	66,718	257,509
<b>2 - Provide training, tools and resources for DMV's workforce (1 Measure)</b>						
Percent of employees trained on customer service	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	227
<b>3 - Systems necessary for DMV Operations (1 Measure)</b>						
Cost of new licensing/registration system	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0

## 2018 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>COMMUNICATIONS (4 Strategic initiatives)</b>				
Create enhanced customer	DMV will create an instant, on-the-spot	Complete	Effective June 30, 2018, "R U Happy" kiosks were installed at all DMV locations to allow customers to indicate their overall customer satisfaction using emojis.	

Title	Description	Complete to Date	Status Update	Explanation
satisfaction survey.	survey that will provide feedback from customers regarding their visit. This will determine whether the customers were satisfied upon completion of their transaction. The survey information will help DMV improve its operations and processes.			
Hold quarterly town hall meetings.	To afford residents an opportunity to voice their opinion, as well as, to ensure accurate information is communicated to the public, DMV will hold four town hall meetings, one in each quarter, in each quadrant of the city. Accurate and consistent agency information is critical to ensuring residents can complete their DMV transactions in one visit.	Complete	The agency was able to complete the strategic initiative of holding quarterly town hall meetings by having one each quarter at a different service center. The town hall meetings were held at: <ul style="list-style-type: none"> <li>o Southwest Service Center, 12/19/2017</li> <li>o Rhode Island Service Center, 2/27/2018</li> <li>o Benning Ridge Service Center, 6/26/2018</li> <li>o Georgetown Service Center, 8/14/2018</li> </ul>	
Engage in public outreach.	DMV will attend a minimum of ten Advisory Neighborhood Commission (ANC) and community organization meetings to share information related to REAL ID, new credential design and other DMV information. Accurate and consistent agency information is critical to ensuring residents can complete their DMV transactions in one visit.	Complete	The agency was able to complete the strategic initiative, as DC DMV Director Lucinda Babers attended 10 community meetings in which she discussed the agency's five year strategic plan, as well as thoroughly explained REAL ID and what documents are required to obtain a REAL ID driver license or identification card.	
		Complete		

Title	Description	Complete to Date	Status Update	Explanation
Develop public service announcements.	DMV will create a minimum of ten public service announcements (PSAs) and videos related to DMV functions and processes. Accurate and consistent agency information is critical to ensuring residents can complete their DMV transactions in one visit.		In an effort to provide customers with information about DC DMV and assist them in completing their DMV business in one transaction, the agency created 10 public service announcements that are posted on its YouTube page at <a href="https://www.youtube.com/channel/UCbSRd11Qsmz04pjc9znd1ZA?disable_polymer=true">https://www.youtube.com/channel/UCbSRd11Qsmz04pjc9znd1ZA?disable_polymer=true</a> . The videos were posted and live on the website on or before September 28, 2018.	
<b>HEARINGS (3 Strategic initiatives)</b>				
Implement strategies to reduce adjudication backlog by 50%.	Due to staff vacancies and increased ticket issuance, mail adjudication turnaround times currently average 9 months. To reduce the backlog, DMV will implement various strategies, including dedicated hearing examiners for mail adjudication and redeployment of current resources, to decrease the backlog by at least 4.5 months. The reduced backlog will increase customer satisfaction.	50-74%	Adding an additional 72,000 tickets meant the number of tickets and age of tickets we used as a benchmark for this initiative was incorrect. Parking tickets were older than 9 months. Secondly, with this influx of aging tickets it became mathematically impossible for us to reach both the parking and photo ticket KPIs so we focused on the photo tickets and reached that goal. However, to do so, we had to decide a high volume of tickets monthly (6,700 tickets.) This did not allow us to switch gears and put resources on the parking tickets even though we were responding to photo ticket requests well with the goal of 150 days, months ago.	In June of 2018, the ticket processing vendor discovered 72,000 tickets which had not been staged/placed in the workflow queues.
Review adjudication regulations.	DMV has not conducted a comprehensive review of its regulations in over ten years. Therefore, a review is necessary to ensure the	Complete	On September 25, 2018, DMV submitted to the OCA and OPLA proposed rulemaking pertaining to adjudication, licensing and identification as well as inspection, vehicle titling and registration. DMV has not yet received comments or suggested changes. After sign-off by OCA and OPLA, DMV will submit the proposed rulemaking to OAG for a legal sufficiency determination.	

Title	Description	Complete to Date	Status Update	Explanation
	<p>regulations are updated to reflect operational requirements and best practices. To achieve this objective, DMV will review and submit regulations to update the District of Columbia Municipal Regulations Title 18, Chapter 10 and 30 regulations related to the adjudication process.</p>			
<p>Enhance Ticket Alert Service (TAS)</p>	<p>DMV will add phone text notification to the Ticket Alert Service to provide customers with another option to receiving notification of when a parking/photo ticket is received or when it is about to double in fine. This text notification will be optional and email notification will still be sent. DMV will also add an additional TAS feature to notify customers when their vehicle is boot eligible. This</p>	<p>Complete</p>	<p>On September 28, 2018, DC DMV rolled out the ability for customers to receive text alerts when their vehicle has ticket related activity, including booting and towing. Since there are 163,000 ticket alert service accounts, text alerts are being sent out to account holders in batches as to whether or not they want to opt-in to receiving these texts since data rates may apply.</p>	

Title	Description	Complete to Date	Status Update	Explanation
	initiative will continue to highlight our dedication to increased customer satisfaction.			
<b>INFORMATION TECHNOLOGY (3 Strategic initiatives)</b>				
Create digital vehicle registration card.	DMV will partner with OCTO to create a digital vehicle registration for customer use, which will supplement the paper registration card. This will give customers the option of carrying the printed and/or digital version. If information is updated, such as address, the digital version will be updated instantly, opposed to waiting for the new document to arrive by mail.	Complete	As of June 30, 2018, a digital vehicle registration application was created and is available on I-tunes for iOS and android smart phones. Law enforcement has been notified of the new app, which includes color coding that allows you to see if the registration is valid, expired, suspended or pending renewal.	
Implement text renewal reminders.	DMV will coordinate with OCTO to provide renewal notice text alerts for those customers with a cell phone number on file. Customers will have the option to opt out of this service so as not to incur	Complete	Effective June 30, 2018, DMV implemented text renewal reminders for driver licenses, ID cards, inspection and vehicle registration for those customers who opted to receive these reminders via cell phone.	

Title	Description	Complete to Date	Status Update	Explanation
	<p>unwanted charges. Text reminders will provide another option for ensuring customers comply with renewal expiration deadlines.</p>			
<p>Implement automatic voter registration process.</p>	<p>Currently, on an opt-in basis, DMV captures and electronically transfers, to the Board of Elections, basic resident information that registers them to vote when obtaining license or identification services. DMV will implement the legislative requirement to automatically register eligible residents to vote, unless they opt-out. This will require DMV to capture additional voter registration information such as previous and mailing addresses and whether assistance is required at the polls. This additional information will require major updates to the</p>	<p>Complete</p>	<p>Effective June 30, 2018, DC DMV began automatically enrolling residents to vote which includes capturing all required information and electronically sending it to the Board of Elections.</p>	

Title	Description	Complete to Date	Status Update	Explanation
	licensing system.			
<b>INSPECTIONS (1 Strategic Initiative)</b>				
Increase the number of car seat safety inspections.	According to the American Automobile Association (AAA), three out of four child car seats are installed incorrectly. DMV will increase the number of car seat safety inspections by 20% to ensure District residents have the tools and training to keep their children safe.	Complete	We increased the number of car seat safety inspections from FY17 (previous fiscal year) by 52%. By increasing the number of car seat safety inspection by 52%, we ensure more District residents/our customers have the tools and training to keep their children safe and alive.	
<b>LICENSING (4 Strategic initiatives)</b>				
Update the DMV driver manual.	To keep up-to-date with changes to regulations and best practices, the DMV driver manual will be refreshed. The new version will have the latest information related to drivers, pedestrians, bicyclists and streetcars. This initiative also supports Vision Zero.	Complete	The driver manual underwent a thorough review and content refresh to provide a more user-friendly and helpful resource to customers.	
Create senior and teen websites.	To effectively target the specific driving needs of both	Complete	Effective June 30, 2018, DMV rolled out senior and teen websites that provides specific DMV information to these populations.	

Title	Description	Complete to Date	Status Update	Explanation
	<p>seniors and teens, DMV will create websites for these two demographics and link the websites to the main DMV website. Within these websites, both groups will find information, updates and tips geared towards their needs and challenges.</p>			
Review license and identification regulations.	<p>DMV has not conducted a comprehensive review of its regulations in over ten years. Therefore, a review is necessary to ensure the regulations are updated to reflect operational requirements and best practices. To achieve this objective, DMV will review and submit regulations to update the District of Columbia Municipal Regulations Title 18, Chapter 1 regulations related to the license and identification process.</p>	Complete	<p>On September 25, 2018, DMV submitted to the OCA and OPLA proposed rulemaking pertaining to adjudication, licensing and identification as well as inspection, vehicle titling and registration. DMV has not yet received comments or suggested changes. After sign-off by OCA and OPLA, DMV will submit the proposed rulemaking to OAG for a legal sufficiency determination.</p>	

Title	Description	Complete to Date	Status Update	Explanation
Implement Federal program (RIDE).	According to the United States Citizenship and Immigration Services (USCIS), driver licenses and ID cards account for nearly 80 percent of the documents used as proof of identity by employees for E-Verify. The Records and Information from DMVs for E-Verify (RIDE) initiative is an enhancement to the E-Verify program that verifies the validity of driver license and ID card information by matching the data entered by employers against participating motor vehicle department records. DC DMV will participate in this federal program to enable employers access to this verifications tool.	25-49%	Program discontinued as stated in Q3	Program was discontinued
<b>REGISTRATIONS (2 Strategic initiatives)</b>				
Implement lien holder electronic lien release.	To implement industry best practices, DMV will streamline	Complete	The electronic lien release application was launched on September 30, 2018. To implement industry best practices, DMV streamlined the process of obtaining a "clear title" from the lien holders by implementing a process for lien holders to release a lien after the	

Title	Description	Complete to Date	Status Update	Explanation
	<p>the process of obtaining a "clear title" from the lien holders by implementing a process for lien holders to release a lien after the vehicle loan has been paid off.</p> <p>Currently, the lien holder mails a lien release letter to the customer for he/she to file in his/her records.</p> <p>However, the customer often misplaces the form and does not have it available when he/she needs a duplicate title.</p> <p>This requires customers to request another lien release which adds additional time for them to complete their service.</p>		<p>vehicle loan has been paid off. In the past, the lien holder mailed a lien release letter to the customers for the customers to file in their files.</p> <p>However, the customer often misplaces the form and does not have it available when they need a duplicate title. This requires the customers to request another lien release which adds additional time for them to complete their service.</p>	
<p>Review inspection, titling and registration regulations.</p>	<p>DMV has not conducted a comprehensive review of its regulations in over ten years. Therefore, a review is necessary to ensure the regulations are updated to reflect operational requirements and best</p>	<p>Complete</p>	<p>On September 25, 2018, DMV submitted to the OCA and OPLA proposed rulemaking pertaining to adjudication, licensing and identification as well as inspection, vehicle titling and registration. DMV has not yet received comments or suggested changes. After sign-off by OCA and OPLA, DMV will submit the proposed rulemaking to OAG for a legal sufficiency determination.</p>	

Title	Description	Complete to Date	Status Update	Explanation
	practices. To achieve this objective, DMV will review and submit regulations to update the District of Columbia Municipal Regulations Title 18, Chapters 4 and 6 regulations related to the inspection, titling and registration process.			
<b>TRAINING (2 Strategic initiatives)</b>				
Provide annual customer service training.	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, DMV will train 90% of frontline employees on customer service techniques.	Complete	One of the initiatives in DC DMV's five year strategic plan is to provide outstanding customer service, which is also a component of the agency's mission. Ultimately, DC DMV exceeded its goal by training 96% of staff overall and 99% of the frontline employees. The customer service training was offered on the following dates: o August 2, 10, 13, 27, and 30, 2018.	
Develop enhanced employee emergency system.	In conjunction with a more comprehensive emergency management system aimed at ensuring employee safety, DMV will develop an enhanced employee emergency	Complete	The employee emergency system, including management training, was completed on February 28, 2018.	

Title	Description	Complete to Date	Status Update	Explanation
	<p>system. The system will notify employees when an emergency situation, such as an active shooter situation, is occurring, and it will also incorporate training and drills related to the process.</p>			

## Department of Motor Vehicles FY2018 - 2019 Major Contracts

Vendor	Contract Name/ Number/ Monitoring Activity	Contract Description	Contract Value	FY19 Budget	FY19 Actuals Spent (Thru Jan 31, 2019)	Contract Start Date	Contract End Date	Option Years	Solicitation Method	Contract Monitor	Fund Source	Avail online
Proforma	Registration Window Decals CW30740	Registration Window Decals	\$1,470,000	\$250,000	\$0	Aug-14	Aug-19	Base + 4	Competitive	Jamie Edwards	SPR	No
RR Donnelley	Ticket Printing CW58219	Ticket Printing	\$631,159	\$80,000	\$0	Jan-18	Sep-22	Base + 4	Competitive	Karen Tate	Local	No
Celtic Cross Holdings	IRP System CW62282	IRP/ PRISM Support	\$1,708,400	\$239,000	\$26,650	Jul-18	Sep-23	Base + 4	Competitive	Elaine Speller	SPR	No
Conduent State and Local Solutions	Ticket Processing POKV-2006-C-0064 (Cure notice issued in FY18)	Ticket Processing	\$10,237,666	\$10,040,789	\$1,781,827	Jan-18	Jan-19	N/A	Sole Source	Karen Tate	Local	Yes
Marquis ID Systems/Gemalto	DMV Camera CW20205	DMV Camera/Secure Credentialing	\$11,394,500	\$1,500,000	\$264,163	Apr-13	Apr-20	Base + 6	Sole Source	Amit Vora	Local/SPR	No
Revecorps	Inspection Station Project Management CW26018	Inspection Station Support	\$890,000	\$180,000	\$17,763	Oct-13	Dec-18	Base + 4	Competitive	Chris Dina	SPR	Yes
MV Solutions, Inc.	Insurance Verification System CW31261	Insurance Verification System	\$1,500,000	\$300,000	\$0	Oct-14	Sep-19	Base + 4	Competitive	Amit Vora	SPR	No
Opus	Inspection Station Consolidated Services CW35558	Annual Inspection Station Software Maintenance	\$2,775,409	\$480,411	\$48,207	Sep-15	Sep-20	Base + 4	Sole Source	Chris Dina	SPR	No
Unicore	DMV Digitized License Plates	Tags	\$3,331,125	\$551,190	\$0	Feb-14	Feb-19	Base + 4	Sole Source	Jamie Edwards	Local/SPR	No
National Mailing Systems (aka Mailfinance)	DMV Mailroom Equipment CW26120	Mailing Equipment (Folder/inserter), postage meter, opener/arrival system	\$163,087	\$36,000	\$0	Dec-13	Sep-18	Base + 4	Competitive	Jamie Edwards	Local	No
R.A. Quarshie & Associates	IRP Auditing Services CW49931	IRP Auditing Services	\$285,578	\$56,000	\$19,080	Feb-17	Sep-21	Base + 4	Competitive	Elaine Speller	SPR	No
SupreTech	Document Imaging CW13534-V2	Scanning Documents	\$350,000	\$334,900	\$36,355	Nov-18	Sep-19	Base	Competitive	Amit Vora	Local/SPR	No

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF MOTOR VEHICLES



Office of the Director

December 10, 2018

<<name>>

<<street address>>

<<state>>, <<city>> <<zip code>>

Dear <<customer name>>:

On November 30, 2018, the District of Columbia Department of Motor Vehicles (DC DMV) implemented District law L22-0175, "Traffic and Parking Ticket Penalty Amendment Act of 2017" which required us to reinstate all residents and non-residents whose driver license or driving privilege was suspended for one of the three reasons below:

1. Failure to pay a moving violation;
2. Failure to pay a moving violation after being found liable at a hearing; or
3. Failure to appear for a hearing on a moving violation.

This letter serves to notify you we have reinstated your DC driver license/learner permit (if you are a District resident) or your DC driving privileges (if you are a non-District resident). As of the date of this letter, your DC license is currently **expired**. You do still owe any outstanding DC tickets, and you are boot eligible if there are two or more outstanding tickets. Additionally, if you are a DC resident and your DC license was suspended for an out-of-state moving violation which is still unpaid, then your privilege to drive in that jurisdiction is still suspended until you pay the moving violation.

If your expired license is not REAL ID compliant (i.e., has a black star in the upper right-hand corner), then you will need to bring proof of identity, proof of social security number and two proofs of residency to renew your license. A list of acceptable documents is available on our website at [dmv.dc.gov](http://dmv.dc.gov), and all proof documents must either be in the same name or you must provide additional documentation (i.e., marriage license, divorce order, name change court order, etc.) showing the name change.

If your DC driver license has been expired for more than 365 days, you must take and pass the knowledge test OR take the District's online traffic school course to waive taking the knowledge test. If your DC driver license has been expired for more than 545 days, you must take and pass both the knowledge test and the road skills test (by appointment only). Additional information is on our website.

If you have any questions, please contact DC DMV at 202-727-2200.

Sincerely,

A handwritten signature in black ink that reads "Lucinda M. Babers".

Lucinda M. Babers  
Director

**GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF MOTOR VEHICLES**



Office of the Director

December 10, 2018

<<name>>

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There is no additional action you need to take related to this reinstatement. However, if you no longer physically have your DC license in your possession, then you need to visit a DC DMV service center to obtain a duplicate credential for a \$20 fee. If your current license is not REAL ID compliant (i.e., has a black star in the upper right-hand corner), then you will need to bring proof of identity, proof of social security number and two proofs of residency. A list of acceptable documents is available on our website at [dmv.dc.gov](http://dmv.dc.gov), and all proof documents must either be in the same name or you must provide additional documentation (i.e., marriage license, divorce order, name change court order, etc.) showing the name change.

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