

2022 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 Attachment A (DMV FY2022 Organizational Chart) and information below outlining DMV divisions/programs.

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

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Vehicle Services	Registrations	Provides legal certification services and documentation of vehicle ownership and authority to operate.
Vehicle Services	Registrations - Out of State Vehicles	Provides registration services for “for hire” vehicles whose owner is based outside of the District. Note this is an internal program with no full-time employees (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 provide all in-person licensing and registration services to customers.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicle databases and service functions. Note this is an internal program with no FTEs.
Technology Services	Ticket Information System	Provides for the operation of the adjudication ticket processing database and system. Note this is an internal program with no FTEs.

DMV Agency Divisions/Programs		
Division/Program	Sub-Division/ Activity	Description
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes personnel, training, customer service, administrative services, legislative affairs, communications, performance management, facility management, and 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 Attachment B (DMV FY2022 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 organizational chart in FY 2021. The Deputy Director position has been added to the FY 2022 organizational chart.

2. Please list each **new program** implemented by the agency during FY 2021 and FY 2022, 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:

FY 2022 Department of Motor Vehicles Initiatives

Program 1: Overhaul of the Insurance Verification System (Part 2) (IVS)

Description: Design and implement the overhaul of the Insurance Verification System.

Status Update: Part 2 of the IVS program was completed in FY21. The insurance enhancements include a notice management portal, call center, and insurance company reporting module.

Program 2: Online Private Vehicle Sale Transaction

Description: Implemented an online portal which allows District residents to title and register their vehicles without visiting a DC DMV Service Center.

Status Update: Completed in FY21

Program 3: Clean Energy Excise Tax

Description: Implemented new rules revising the calculation of the vehicle excise tax as mandated by the Clean Energy DC Omnibus Act.

Status Update: Completed in FY21

Program 4: National Motor Vehicle Title Information System (NMVTIS)

Description: Implemented NMVTIS, a program that assists states and law enforcement in deterring and preventing title fraud and other crimes.

Status Update: Completed in FY22

Program 5: Parallel Parking

Description: Introduced parallel parking to the road skills test.

Status Update: Completed in FY21

Program 6: Escalated Residential Parking Permit (RPP) fees

Description: Implemented an RPP fee structure for all vehicles registered to the same mailing address. Annual fees are as follows: (1) \$50 for the first vehicle; (2) \$75 for the second; (3) \$100 for the third vehicle; and (4) \$150 for each vehicle beyond the first three vehicles.

Status Update: Completed in FY21

Program 7: CDL Human trafficking Training

Description: Requires all new drivers seeking a Commercial Learner Permit or persons converting an out-of-state CDL to complete a mandatory Human Trafficking Awareness training program.

Status Update: Completed in FY21

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 Attachment B (DMV FY2022 Position List) The position list was updated on January 6, 2022.

4. Does the agency conduct annual **performance evaluations** of all of its employees, and was this done in FY 2021? 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: Yes, DMV conducts annual performance evaluations for 100% of eligible employees in FY 2021. An employee's direct supervisor conducted the evaluation.

At the beginning of the fiscal year, SMART (Specific, Measurable, Achievable, Relevant, and Time-Related) goals were established for all employees 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.

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: See the table below.

Employee Name	Title	Detailed To:	Detail Start Date	Detail NTE Date	EXTENSION	RETURNED TO AGENCY	Detailed From:	Project Detailed to:		
Julienne Metelus	Program Support Assistant	DMV	9/1/2020	1/31/2021	3/31/2021		OSSE	DMV Operational Support	BENNING RIDGE	REQUEST EXTENSION
Chanique Cash	Customer Service Representative	DMV	9/1/2020	1/31/2021		1/31/2021	OSSE	DMV Operational Support		
Marisa Reid	Operations Specialist	DMV	9/1/2020	1/31/2021		1/31/2021	OSSE	DMV Operational Support		
Deborah Johnson	Substitute Teacher	DMV	9/1/2020	1/31/2021	3/31/2021	No SHOW	OSSE	DMV Operational Support	M STREET SW	ACCORDING TO EMAILS NEVER REPORTED
Necole Williams	Program Support Assistant	DMV	9/1/2020	1/31/2021	3/31/2021		OSSE	DMV Operational Support	BENNING RIDGE	REQUEST EXTENSION
Cassandra Smallword	Safety Technician	DMV	9/1/2020	4/1/2021	5/21/2021		DDOT	DMV Operational Support	BENNING RIDGE	
Marsha Mayo	Safety Technician	DMV	9/1/2020	1/31/2021	3/31/2021	1/31/2021	DDOT	DMV Operational Support		
Tony Minor	Safety Technician	DMV	9/1/2020	1/31/2021		1/11/2021	DDOT	DMV Operational Support		
Brenda Terry	Safety Technician	DMV	9/1/2020	4/1/2021	5/21/2021		DDOT	DMV Operational Support	M STREET SW	
Halima Holiday	Safety Technician	DMV	9/1/2020	4/1/2021	5/21/2021		DDOT	DMV Operational Support	GEORGETOWN	
Abril Johnson	Safety Technician	DMV	9/1/2020	1/31/2021	3/31/2021	3/22/2021	DDOT	DMV Operational Support	GEORGETOWN	
George Mills	Training Specialist	DMV	9/1/2020	1/31/2021		1/31/2021	OSSE	DMV Operational Support		
Carol Scurlock	Record Management Specialist	DMV	9/1/2020	1/31/2021		1/31/2021	OSSE	DMV HR Support		
Amanuel Gebregyorgis	Paralegal Specialist	DMV	9/29/2020	2/26/2021		10/7/2020	DFV	DMV Operational Support		
Dustin Williams	Program Analyst	DMV	9/29/2020	2/26/2021		1/31/2021	DFV	DMV Operational Support		
Clarissa Edwards	Customer Service Representative	DMV	9/29/2020	2/26/2021		1/31/2021	DFV	DMV Operational Support		
Lavangela Ward	Safety Technician	DMV	9/1/2020	1/31/2021	3/31/2021	3/11/2021	DDOT	DMV Operational Support	M STREET SW	
Sharon Larry	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	GEORGETOWN	
Jamele Thompson	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	GEORGETOWN	
Candice Deal	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	DEANWOOD	
Kenneth Wellington	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	DEANWOOD	
Daysha Smith	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	M STREET SW	
Andrew McDougal	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	GEORGETOWN	
Pamela Wright Hodo	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	M STREET SW	
Celsie Edwards	Safety Technician	DMV		3/30/2021	5/21/2021	No SHOW	DDOT	DMV Operational Support	M STREET SW	NO SHOW
Debra Walker	Safety Technician	DMV		3/30/2021	5/21/2021		DDOT	DMV Operational Support	BENNING RIDGE	
Adrienne Miller	Safety Technician	DMV		4/2/2021	5/21/2021		DDOT	DMV Operational Support	M STREET SW	

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:

Position Name: Parking Lot Attendants (3) Full-time

Organization Unit: Driver Services

Hourly Rate: \$18.18

Company: Rizeup Technologies

Position: Custodian (1) Full-time

Organization Unit: Vehicle Services

Hourly Rate: \$17.75

Company: Rizeup Technologies

Position: Customer Service (1) Full-time

Organization Unit: Administrative Services

Hourly Rate: \$20.06

Company: Rizeup Technologies

Position: Legal Instrument Examiner (4) Full-time

Organization Unit: Driver Services

Hourly Rate: \$20.06

Company: Rizeup Technologies

Position Name: Data Warehouse ETL Developer

Organizational Unit: DMV Office of Information Technology

Hourly Rate: \$84.99

Company: Computer Aid, Inc.

Position Name: Data Warehouse Dashboard Developer
Organizational Unit: DMV Office of Information Technology
Hourly Rate: \$84.99
Company: Computer Aid, Inc.

7. Please provide the Committee with:
- A list of all employees who receive cellphones or similar communications devices at agency expense.

Response: See Attachment C.

- ◆ Please provide the total cost for mobile communications and devices at the agency for FY 2021 and FY 2022 to date, including equipment and service plans.

Response:

FY21 Telecommunication costs: \$380,000

FY22 (as of Jan 8, 2022) Telecommunication costs: \$359,000

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

Response: See the table below:

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2018 Toyota Corolla	OWN	Support Services	DC12167
2018 TOYOTA COROLLA	OWN	IT	DC-12168
2018 TOYOTA COROLLA	OWN	Service Integrity	DC-12169
2018 TOYOTA SIENNA	LEASE	Support Services	DC-11970
2018 CHEVROLET EXPRESS CARGO VAN	LEASE	Support Services	DC-12450
2018 FORD F-350	OWN	Inspection Station	DC-12236
2008 DODGE CARAVAN SE	OWN	IT	DC-5497

2014 DODGE CARAVAN	OWN	Support Services	DC-8804
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-13885
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-13886
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14052
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14053
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14054
2021 TOYOTA COROLLA	OWN	Deanwood Road Test Office	DC-14055

- A list of employee bonuses or special award pay granted in FY 2021 and FY 2022, to date.

Response: DMV did not issue any employee bonuses or special awards in FY 2021 or FY 2022 to date.

- A list of travel expenses, arranged by employee.

Response: See the table below:

Name of Traveler	Position Title	Dates of Travel or Training	Location	Purpose	District Expen.	Other Expenditures
FY21						
Cherice Stanley	Management Analyst	May 19-21, 2021	Virtual	Racial Equity Practices in Government	\$231.00	
James Edwards	Support Service Manager	August 11, 2021	Annapolis, MD	Bayside CPR and AED Training	\$118.00	
Joan Saleh	Driver Service Administrator	August 30 - Sept 3, 2021	Virtual	AAMVA 2021 International Conference	\$238.00	

Amit Vora	Information Tech Officer	August 30 - Sept 3, 2021	Virtual	AAMVA 2021 International Conference	\$318.00	
David Glasser	General Counsel	August 30 - Sept 3, 2021	Virtual	AAMVA 2021 International Conference	\$448.00	
				Total FY21:	1,353.00	0.00
Name of Traveler	Position Title	Dates of Travel or Training	Location	Purpose	District Expenditures	Other Expenditures
FY22						
Joan Saleh	Driver Service Administrator	October 5-9, 2021	Arlington, VA	AAMVA Driver Standing Committee Meeting		\$803.00
Gabriel Robinson	Director	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00	
Joan Saleh	Driver Service Administrator	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00	
Marquis Miles	Management Analyst	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00	
Tyrone Sweatt	Special Project Officer	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00	
Brigid Anderson-Snipe	NMVTIS Program Coordinator	October 14-15, 2021	Chesapeake, VA	ODIS Enrollment Meeting	\$396.00	
Calvin Dyson	Service Center Manager	November 17-18, 2021	New Orleans, LA	AAMVA IDEC/TMS Joint Meeting		\$1,045.00
David Glasser	General Counsel	Dec 1-3, 2021	Virtual	Employee Law Conference Webinar	\$596.25	
				Total FY22:	\$1,232.25	\$1,848.00

- A list of the total overtime and worker's compensation payments paid in FY 2021 and FY 2022, to date.

Response: See the information below:

Overtime

FY 2021 – \$595,706

FY 2022 (as of January 1) – \$76,280

Workman’s Compensation Payments

FY 2021 – \$57,750.93

FY 2022 (as of January 6) 10– \$23,141,

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:

Presently, 177 DMV employees are covered by the American Federation of Government Employees (AFGE) Local 1975. The agreement presently in effect expired September 30, 2010, and has been extended indefinitely.

One (1) employee is covered by the American Federation of Government Employees (AFGE) Local 1403. The working condition agreement expired on September 30, 2021, and is currently being extended through the public health emergency.

All 178 employees are covered by the Compensation Agreement for Compensation Units 1 & 2 which is currently being negotiated for FY 2022 and beyond. (Time period of contract is being negotiated)

- 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 union contact information, below.

Stanley Freeman, Interim President AFGE Local 1975
(240) 535-7138
Freeman.EVPPres.afgelocal1975@gmail.com

Benjamin Bryant, AFGE Local 1403
441 4th Street, NW, 6th Floor

Washington, DC 20001
 (202) 724-6652 (O)
 (856) 651-8780
benjamin.bryant@dc.gov

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

Response: N/A

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 the 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 transactions with the DMV	20 years	Ongoing upgrades include additional online and mobile customer transactions, Enhancements for RPP issuances, motor vehicle titling, interlock ignition devices process, Mobile application upgrade to integrate with ticket system, and carryout efficient hearing process.
e-TIMS	Ticketing/ Adjudication	Authorized DMV Users	Public is allowed to verify their own information during transactions with the DMV and email ticket alert service	27 years	From the progress made last year with Business Process Reengineering, and revisions to our statement of work to increase focus on adjudication process functions only (no ticket and other integrated process at the issuance stage). DMV (along with Office of the Chief Technology Officer (OCTO) and Office of the Contracting and

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
					Procurement (OCP), is in the final stages of completing the RFP package, which should be released by the end of February.
EnviorTech	Inspection Station Results	Authorized DMV Users	None	6 years	None
MIDS	Enhanced DL / ID digital picture system	Authorized DMV Users	None	8 years 3 months	None
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transactions with DMV	12.5 years	None
LMS	Employee Training System for tracking information	DMV Employees only	None	12.5 years	None
KTS	New knowledge testing system	DMV Employees only	None	6 years 9 months	None
ARTS	Appointment and Road Test System	DMV Employees and Customers	Customers can use the system to schedule their road test appointments	5 years 4 Months	None
DL/ID Mailing	DL/ID Card Mailing Status System	DMV Employees and Customers	Customers can verify if their Card was mailed	6 years 3 months	None
New Scanning system	In-house image database for scanned documents	DMV Employees only	None	4 years 4 Months	None
Nemo-Q	New Queuing system	DMV Employees and Customers	Customer wait-time tracking	4 years 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 FY 2021 and FY 2022, 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.
- FY2021: Two allegations were received in FY2021. They are as follows:
 - Allegation #1: An employee alleged that another employee made comments that were unwelcome and that the complaining employee considered to be demeaning, intimidating and hostile thus creating an offensive work environment. The allegation was investigated by the Sexual Harassment Officer, who found the allegation to be unsubstantiated.
 - Allegation #2: Two frontline employees were in a consensual relationship. When one employee ended the relationship, the other employee continued to pursue at work and outside of work. The allegation was investigated by the Sexual Harassment Officer and found to be substantiated.

FY 2022: No allegations have been received in FY 2022, to date.

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 FY 2021 and FY 2022, to date.
- Please also identify any vacancies.

Response: See the table below:

Appeals Board	Emeka Chinagorom	Desiree Matthews	Wyndell Banks
	DMV Employee Member	Citizen Member	Attorney Member
Confirmation Date	April 1, 2019	July 19, 2021	October 20, 2014
Attendance FY21 (12 meetings)	100%	40%	100%
Attendance FY20(3 meetings)	100%	100%	100%
District Resident	Yes	Yes	No

Appeals Board	Emeka Chinagorom	Desiree Matthews	Wyndell Banks
	DMV Employee Member	Citizen Member	Attorney Member
Term Expiration	Not a term employee	July 19, 2023	December 31, 2022

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 Administration (AAMVA) Emergency Resilience & Response Working Group: DMV’s Associate Director is a member of this working group, which addresses motor vehicle administration issues related to planning for and responding to emergencies, or in the event of natural and man-made disasters. This group also considers the ongoing challenges faced by jurisdictions during the COVID-19 crises as well as the broader importance of readiness and resiliency. There is no membership fee.
- 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 were \$5,660 for FY21.
- 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 were \$7,120 for FY21.
- 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.

- AAMVA International Driver Examiner Certification (IDEC) Board: DMV's CDL Service Center Manager is a member of this board established to improve the efficiency and effectiveness of examining personnel, upgrade the professionalism of examiners, and establish standards to assist jurisdictions in their examiner training programs. There is no membership fee.
- Association of Ignition Interlock Program Administrators (AIIPA): AIIPA is a nonprofit organization improving traffic safety through the development and promotion of best practices, enhancement of program management, and provision of technical assistance to the Ignition Interlock community. The association serves as the industry resource on legislation and policy, program operations, education/training, and technology related to ignition interlock devices. There is no membership fee for FY21.
- Vision Zero Working Group: Vision Zero is a part of Mayor Bowser's response to the US Department of Transportation's Mayors' 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.
- AAMVA International Board of Directors: AAMVA is a tax-exempt, 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. Direction and leadership for AAMVA begins with the Board of Directors. The decisions of the board, which holds meetings throughout the year, are executed by the AAMVA President and CEO along with AAMVA staff. The DMV's Director currently serves on AAMVA's International Board of Directors. There is no fee associated with this role.
- Autonomous Vehicles Group: The District has created a working group related to automated safety technology, such as autonomous vehicles, which is directed by the Deputy Mayor for Operations and Infrastructure. The group ensures all relevant District agencies and 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 being 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 of DMV's policies, procedures and regulatory requirements are available on our website at dmv.dc.gov, which is updated regularly to provide the public with the latest information and important updates. During FY21, we continued to communicate with the public about critical information, including operational changes related to the public health emergency, via social media, live web chats, press releases, emails, phone calls, monthly e-newsletters, and GovDelivery E-Blast notices. Additionally, throughout FY21, DMV leadership presented at several virtual ANC and community meetings where residents were provided with important information related to the agency's operational status as well as driver, vehicle, and ticket related services. Specifically, DMV leadership presented at the following virtual community meetings in FY21:

FY21 ANC/Community Meetings (13)

1. November 10, 2020 – ANC 6B03 Meeting
2. January 21, 2021 – ANC 7B Meeting
3. January 28, 2021 – ANC 8D Meeting
4. February 2, 2021 – ANC 8A01 Meeting
5. March 1, 2021 – ANC 4B06 Meeting
6. June 23, 2021 – ANC 5B Meeting
7. June 23, 2021 – ANC 5A03 Meeting
8. June 28, 2021 – ANC 2E Meeting
9. July 7, 2021 – ANC 2F Meeting
10. July 7, 2021 – ANC 3D Meeting
11. July 12, 2021 – ANC 3/4G Meeting
12. August 10, 2021 – DMV representation at DCPS Field Day at Cardozo Education Campus
13. September 13, 2021 – Driver Services presentation to AsylumWorks constituents

Additionally, the agency's FY21 Performance Accountability Report and FY22 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, support@dcdmv.zendesk.com, Twitter, Facebook, Instagram, ANC and community meetings, live web chats, GovDelivery E-Notices, and emails sent directly to customers from DMV staff.

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

Response: During FY21, DC DMV received feedback from customers who had questions about the agency's operational status during the

public health emergency, including questions about scheduling an appointment for an in-person transaction, prior to the agency’s return to walk-in service in July 2021. Additionally, customer feedback throughout the fiscal year addressed a variety of topics, including how to obtain a REAL ID driver license or identification card, how to register and title a vehicle, how to contest tickets, and other general services questions. Customers also frequently thanked DMV staff for providing them with a positive experience and shared their interactions publicly on the agency’s social media channels. Customers also commented on experiences that did not meet their expectations.

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

Response: DMV frequently makes changes to its website and internal customer service policies based on feedback from its customers. The agency adds information to its website and/or rewrites information to make it easier for customers to understand the process and know what documents they need to successfully complete their transactions. During the public health emergency, DMV prioritized messaging specific to the agency’s operational status, including communicating that most DMV facilities were open on an “appointment only” basis, prior to the agency’s return to walk-in service in July 2021. DMV also included customer process issues in its employee training as reminder topics to ensure consistency in information. Additionally, the agency shares customer feedback with other District government agencies that need to address DMV specific questions submitted from constituents.

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

Response: See the table below:

Number of Employees Hired in FY 2021 and FY 2022, to date		
<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	17	10
Term	9	8
Temporary	0	0
Contract	0	0

16. Please provide the agency’s FY 2021 Performance Accountability Report.

Response: See Attachment D (DMV FY2021 Performance Accountability Report).

B. BUDGET AND FINANCE

17. Please provide a chart showing the agency's **approved budget and actual spending**, by division, for FY 2021 and FY 2022, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

Response: See the tables below:

FY 2021 Budget vs. Actuals				
Year End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$7,690,257	\$7,566,648	\$123,609	Lower salary and fringe costs
Agency Financial Operations	749,294	729,058	20,235	Lower salary and fringe costs
Adjudication	16,021,585	14,286,651	1,734,935	Lower ticketing processing contract costs and lower salary and fringe costs
Vehicle Services	9,826,212	7,895,543	1,930,669	Lower salary and fringe costs and lower occupancy, security and, secure credential issuance costs
Driver Services	9,387,575	9,619,831	(232,256)	Unfunded COLA
Technology Services	4,640,029	4,266,225	373,804	Lower IT assessment costs and lower salary and fringe costs
Total	\$48,314,953	\$44,363,957	\$3,950,996	

FY 2022 Budget vs. Actuals				
Thru December End				
Program	Budget	Actuals	Variance	Explanation
Agency Management	\$7,905,416	\$4,861,599	\$3,043,817	Expenditures on target
Agency Financial Operations	748,736	230,045	518,691	Expenditures on target

FY 2022 Budget vs. Actuals				
Thru December End				
Program	Budget	Actuals	Variance	Explanation
Adjudication	15,713,600	11,429,176	4,284,424	Expenditures on target
Vehicle Services	9,750,888	3,996,183	5,754,705	Expenditures on target
Driver Services	9,824,615	2,152,489	7,672,126	Expenditures on target
Technology Services	4,945,905	3,215,462	1,730,444	Expenditures on target
Total	\$48,889,160	\$25,884,953	\$23,004,207	

18. Please list any **reprogrammings**, in, out, or within, related to FY 2021 or FY 2022 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 the tables below. No reprogrammings in FY22, to date.

FY 2021 Reprogrammings					
In, Out, Within	Original Purpose of Funds	Type of funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
Out	Pay ticket processing contract costs	Local	BJKVTCRP	Return funding to District general fund per OBPM request	\$(1,725,000.00)
Within	Pay salary and fringe costs	Local	BJKVRP12	Pay for unanticipated employment settlements/temp staffing costs	625,000.00
Out	Pay ticket processing contract costs	Local	BJKV0K00	Cover DMOI year-end deficit	(20,000.00)

FY 2022 Reprogrammings					
In, Out, Within	Original Purpose of Funds	Type of funds	SOAR Document Number	Reprograming Purpose of Funds	Amount
	NONE				

19. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2021 and FY 2022, 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 the tables below:

**Department of Motor Vehicles
FY 2021 Intra-Districts**

(Year End)

DMV as the Seller

Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
DISB	NHTSA2	Insurance Verification	\$495,000.00	\$495,000.00	\$0.00	\$0.00
DOE	VEXTAX	Vehicle Excise Tax Proj	\$218,000.00	\$190,200.00	\$27,800.00	\$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	\$70,000.00	\$0.00	\$70,000.00	\$0.00
DDOT	TKTDOT	DDOT Ticket Processing	\$54,480.00	\$54,182.00	\$298.00	\$0.00
DDOT	DUADOT	Data Usage	\$3,283.00	\$3,283.00	\$0.00	\$0.00
OSSE	OSSINS	OSSE Vehicle Inspections	\$50,400.00	\$44,865.00	\$5,535.00	\$0.00
DHCF	DTASHR	Data Share	\$58,648.35	\$0.00	\$58,648.35	\$0.00
DFHV	TKTFHV	DFHV Ticket Processing	\$11,830.00	\$11,830.00	\$0.00	\$0.00
Grand Total			\$961,641.35	\$799,360.00	\$162,281.35	\$0.00

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	6000	Electricity	\$242,704.57	\$242,704.57	\$0.00	\$0.00
	6258		\$0.00	\$0.00	\$0.00	\$0.00
			\$242,704.57	\$242,704.57	\$0.00	\$0.00
OCTO	0100	City Wide IT Assessment	\$2,443,780.72	\$2,370,372.71	\$103,237.29	-\$29,829.28
	6258		\$29,829.00	\$0.00	\$0.00	\$29,829.00
	6000				\$370,817.04	
			\$2,473,609.72	\$2,370,372.71	\$474,054.33	-\$0.28
OFRM	6258	Natural Gas	\$26,472.01	\$26,472.01	\$0.00	\$0.00
	0100	Fuel Automotive	\$8,268.27	\$2,755.93	\$5,512.34	\$0.00
OFRM	0100	Phone	\$0.00	\$0.00	\$0.00	\$0.00
	6000		\$423,792.02	\$399,564.00	\$24,228.02	\$0.00
	6258		\$0.00	\$0.00	\$0.00	\$0.00
			\$423,792.02	\$399,564.00	\$24,228.02	\$0.00
OCP	0100	Purchase Card	\$161,941.63	\$242,560.18	\$5,930.44	-\$86,548.99
OCP	6000		\$66,548.99	\$0.00	\$0.00	\$66,548.99
OCP	6258		\$20,000.00	\$0.00	\$0.00	\$20,000.00
			\$248,490.62	\$242,560.18	\$5,930.44	\$0.00
OFT		Armored Car Services	\$29,721.60	\$21,530.22	\$8,191.38	\$0.00
OFT		Cashier Services	\$95,000.00	\$95,000.00	\$0.00	\$0.00
			\$108,375.00	\$108,375.00	\$0.00	\$0.00
			\$203,375.00	\$203,375.00	\$0.00	\$0.00
DDOE	6000	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$399,408.00	\$300,826.53	\$98,581.47	\$0.00
DDOE	6100		\$0.00	\$0.00	\$0.00	\$0.00
			\$399,408.00	\$300,826.53	\$98,581.47	\$0.00
DGS	0100	Security	\$0.00	\$0.00	\$0.00	\$0.00
DGS	6258		\$1,638,669.20	\$1,314,457.20	\$324,212.00	\$0.00
			\$1,638,669.20	\$1,314,457.20	\$324,212.00	\$0.00
DPW	6258	Fleet	\$32,458.05	\$32,412.83	\$44.22	\$1.00
DCHR	0100	Suitability & Compliance Services	\$6,165.45	\$5,333.48	\$831.97	\$0.00
DPW	0600	Shared Services	\$413,531.00	\$0.00	\$413,531.00	\$0.00
OFRM	0600	Steam	\$0.00	\$0.00	\$0.00	\$0.00
OFRM	6258	Water	\$48,584.55	\$48,584.55	\$0.00	\$0.00
DGS	0100	Waste Mangement	\$24,370.40	\$1,700.00	\$22,670.40	\$0.00
DDOT	0100	Digital Curbside Permint Management System (DCPMS) Integration	\$10,000.00	\$9,072.00	\$928.00	\$0.00
OFRM	6258	Sustainable Energy	\$18,409.43	\$15,401.46	\$3,007.97	\$0.00

Department of Motor Vehicles						
FY 2022 Intra-Districts						
(December)						
DMV as the Seller						
Buyer Agency	Seller Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
DISB	NHTSA2	Insurance Verification	\$0.00	\$0.00	\$0.00	\$0.00
DDOT	NHTSAG	NHTSA Traffic Convictions Data	\$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
DGS	6000	Electricity	\$135,448.53	\$0.00	\$0.00	\$135,448.53
	6258		\$72,401.34	\$0.00	\$0.00	\$72,401.34
			\$207,849.87	\$0.00	\$0.00	\$207,849.87
OCTO	0100	City Wide IT Assessment	\$2,443,781.00	\$702,986.92	\$0.00	\$1,740,794.08
	6258		\$29,828.72	\$0.00	\$0.00	\$29,828.72
			\$2,473,609.72	\$702,986.92	\$0.00	\$1,770,622.80
DGS	6258	Natural Gas	\$9,541.87	\$0.00	\$0.00	\$9,541.87
DGS	6258	Waste Management	\$12,239.56	\$0.00	\$0.00	\$12,239.56
DGS	0100	Phone	\$11,000.00	\$0.00	\$0.00	\$11,000.00
	6000		\$391,898.74	\$28,743.00		\$363,155.74
	6258		\$0.00	\$0.00	\$0.00	\$0.00
			\$402,898.74	\$28,743.00	\$0.00	\$374,155.74
OCP	0100	Purchase Card	\$145,000.00	\$0.00	\$0.00	\$145,000.00
	6000		\$20,000.00	\$0.00	\$0.00	\$20,000.00
	6258		\$72,883.53	\$0.00	\$0.00	\$72,883.53
			\$237,883.53	\$0.00	\$0.00	\$237,883.53
OFT		Armored Car Services	\$0.00	\$0.00	\$0.00	\$0.00
OFT		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
	6100		\$0.00	\$0.00	\$0.00	\$0.00
			\$0.00	\$0.00	\$0.00	\$0.00
DGS	0100	Security	\$1,081,748.84	\$0.00	\$0.00	\$1,081,748.84
	6258		\$555,073.96	\$0.00	\$0.00	\$555,073.96
			\$1,636,822.80	\$0.00	\$0.00	\$1,636,822.80
DPW	0100	Fleet	\$0.00	\$0.00	\$0.00	\$0.00
DCHR	0100	Suitability & Compliance Services	\$0.00	\$0.00	\$0.00	\$0.00
DPW	0600	Shared Services	\$0.00	\$0.00	\$0.00	\$0.00
DGS	0600	Steam	\$0.00	\$0.00	\$0.00	\$0.00
DGS	6258	Water	\$52,334.00	\$0.00	\$0.00	\$52,334.00
OCTO	0100	Microsoft Office 365	\$0.00	\$0.00	\$0.00	\$0.00
OTS	0100	Public Records Management	\$0.00	\$0.00	\$0.00	\$0.00
DGS	6258	Sustainable Energy	\$14,568.17	\$0.00	\$0.00	\$14,568.17
OCTO	0100	Voter Registration	\$0.00	\$0.00	\$0.00	\$0.00
DGS	6000	Occupancy	\$199,121.59	\$0.00	\$0.00	\$199,121.59
	6258		\$150,597.66	\$0.00	\$0.00	\$150,597.66
			\$349,719.25	\$0.00	\$0.00	\$349,719.25
Grand Total			\$5,397,467.51	\$731,729.92	\$0.00	\$4,665,737.59

20. Please provide a list of all **MOUs** in place during FY 2021 and FY 2022, to date, that are not listed in response to the question above.

Response: See the tables above in response to question #19.

21. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2021 and FY 2022, 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 2021 and FY 2022, to date;
- Expenditures of funds, including the purpose of each expenditure, for FY 2021 and FY 2022, to date.

Response: See the tables below:

FY 2021

Code	Title	Source of Funding (Who Pays?)	Description	Collects.	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	Funds the International Registration Plan (IRP). IRP allows apportioned vehicle owners/operators to comply with laws of all jurisdictions in which they operate. Excess IRP funds can be used to offset other DMV costs.	\$2,764,089	\$2,653,223	PS Costs: 219,111 Supplies: 11,320 Fixed Costs: 593,914 Other Services and Charges: 850,023 Contractual Services: 978,856
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.	39,721	11,605	Contractual Services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	4,273,698	5,546,404	PS Costs: 2,444,336 Supplies: 3,837 Fixed Costs: 2,149,509 Other Services and Charges: 527,960 Contractual Services: 418,396 Equipment: 2,366

FY 2022 – As of December 31, 2021

Code	Title	Source of Funding (Who Pays?)	Description	Collects	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	Funds the International Registration Plan (IRP). IRP allows apportioned vehicle owners/operators to comply with laws of all jurisdictions in which they operate. Excess IRP funds can be used to offset other DMV costs.	\$36,844.38	\$2,027,032	PS Costs: 59,469 Supplies: 12,000 Fixed Costs: 726,469 Other Services and Charges: 464,964 Contractual Services: 764,131
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.	93,851.00	7,000	Contractual Services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	812,780.00	2,788,909	PS Costs: 648,817 Supplies: 80,993 Fixed Costs: 866,757 Other Services and Charges: 227,079 Contractual Services: 800,682 Equipment: 164,581

22. 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 Attachment E (Capital Projects Activity Sheet).

23. Please provide a complete accounting of all **federal grants** received for FY 2021 and FY 2022, to date, including the amount, the purpose for which the funds were granted, whether those purposes were achieved and, for FY 2021, the amount of any unspent funds that did not carry over.

Response: See the table below

DEPARTMENT OF MOTOR VEHICLES										
Federal Grants										
(FY 2021)										
Award Date	CFDA#	Federal Agreement Number	Grant No	Grant Ph	Grant No Title	Performance Period	Total Amount of Agreement	FY 2020 Budget	Commitments	Available Budget Balance to Roll Over to FY 2021
9/23/2019	20.232	FM-CDL-0349-19-01-00	CDL019	19	FY 2019 CDL PROGRAM IMPROVEMENT PROJECT	09/23/2019 - 09/23/2023	329,500.00	329,500.00	0.00	329,500.00
							329,500.00		0.00	329,500.00
								FY 2021 Budget	Commitments	Available Budget Balance
								329,500.00	0.00	329,500.00
								329,500.00	0.00	329,500.00
Grant Description/Purpose:										
Grant funding will be used to acquire hardware upgrades and enhance the District's CDL Knowledge and Skills Testing systems (eCDL) to improve system reliability, processing accuracy, data accuracy, and timeliness and bring the testing system into compliance with AAMVA CDL 2005 Test Model (2017 version).										

DEPARTMENT OF MOTOR VEHICLES										
Federal Grants										
(as of December 2021)										
Award Date	CFDA#	Federal Agreement Number	Grant No	Grant Ph	Grant No Title	Performance Period	Total Amount of Agreement	FY 2021 Budget	Commitments	Available Budget Balance to Roll Over to FY 2022
9/23/2019	20.232	FM-CDL-0349-19-01-00	CDL019	19	FY 2019 CDL PROGRAM IMPROVEMENT PROJECT	09/23/2019 - 09/23/2023	329,500.00	329,500.00	0.00	329,500.00
							329,500.00		0.00	329,500.00
								FY 2022 Budget	Commitments	Available Budget Balance
								329,500.00	200,000.00	129,500.00
								329,500.00	200,000.00	129,500.00
Grant Description/Purpose:										
Grant funding will be used to acquire hardware upgrades and enhance the District's CDL Knowledge and Skills Testing systems (eCDL) to improve system reliability, processing accuracy, data accuracy, and timeliness and bring the testing system into compliance with AAMVA CDL 2005 Test Model (2017 version).										

24. Please list each contract, procurement, lease, and grant (“**contract**”) awarded, entered into, extended and option years exercised, by your agency during FY 2021 and FY 2022, 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 Attachment F (DMV Contracts List).

25. Please provide the details of any **surplus** in the agency’s budget for FY 2021, including:

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

Response: See the chart below:

FY21 Surplus	\$ 2,759,144
- Special purpose funds budget authority in excess of collections	(2,759,144)
Unexplained FY21 Surplus	\$ 0

C. LAWS, AUDITS, AND STUDIES

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

Response: None.

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

Response: None.

28. 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 the table below. The information does not include any amendments that DDOT may have promulgated.

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER LICENSES	08/14/20
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	01/04/2019

Chapter #	Chapter Title	Amendment Date
4	MOTOR VEHICLE TITLE AND REGISTRATION	03/26/2021
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	03/16/2021
7	MOTOR VEHICLE EQUIPMENT	01/04/2019
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	07/09/2021
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	12/04/20
99	DEFINITIONS	01/04/2019

29. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2021 that significantly affect agency operations or resources.

Response: None.

30. Please provide a list of all studies, research papers, and analyses (“**studies**”) the agency requested, prepared, or contracted for during FY 2021. Please state the status and purpose of each study.

Response: None.

31. 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 2021 and FY 2022, to date.

Response: See the table below:

**DC DMV Investigations, Studies, Audits & Reports DC DMV
Investigations, Studies, Audits & Reports**

FY21	DMV Service Integrity	Inventory audits to ensure integrity and security of inventory/DMV property	Completed. Results were submitted to Associate Director
FY22	DMV Service Integrity	DC Dealer Audits	On-going

32. 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: None.

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

Response: See the information below:

1) DC Official Code § 50-1002: Annual report regarding traffic violation convictions for the 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 30th.

Response: 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 Notice of Infractions (NOIs) for which sanctions were imposed; number of NOIs issued to lessors; the number of appeals filed with Traffic Adjudication Appeals Board (TAAB) 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.

Response: DMV has met the requirement.

(3) DC Official Code § 50-2301.11: Study of parking infraction adjudication and whether adjudication should be transferred. The agency discussions previously referenced in last year's performance oversight questions were stalled based on the Office of Administrative Hearings' (OAH) inability to maintain the ticket processing contract current staffing levels. Recent agency discussions recommend OAH requests two personnel resources during the next budget formulation in preparation of the DMV transfer of adjudication services.

Response: Due to Covid-19 restrictions, this requirement has not been met. Report is going through the approval process for release.

(4) DC Official Code § 50-2302.01 (Miscellaneous Notes): The Mayor shall report and make recommendations as to whether District should implement remediation and deferred disposition program.

Response: Due to Covid-19 restrictions, this requirement has not been met. Report is going through the approval process for release.

(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.

Response: DMV has met this requirement.

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

Response:

Claudia Allen, Case No. 2020-CA-003374:

Plaintiff claimed that DMV's failure to follow US Postal Service guidelines in designing pre-addressed envelopes included with notices of infraction caused her mailed payment to be returned and the fine to be doubled.

Dennis Sobin, Case Number 2021 CA 003543 B

Plaintiff claims, among other things, that he is unable to renew his license because of all the fines associated with the license plate he claims he properly disposed of after he sold his vehicle. He previously filed a complaint in the U.S. District Court (19-cv-02580 (ABJ)) raising the same issues. That matter was dismissed by the Court on August 14, 2020.

35. Please list all **settlements** entered into by the agency or by the District on behalf of the agency in FY 2021 or FY 2022, 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:

FY 21:

- DMV reached an agreement with the Office of Human Rights regarding two claims of violation of the D.C. Language Access Act of 2004. The settlement provided for additional employee training.

FY 22:

- The Office of Risk Management on behalf of DMV reached a settlement with a customer in the sum of \$26.50 pertaining to property damage that occurred while the customer's vehicle was going through the inspection process.

36. Please list any **administrative complaints or grievances** that the agency received in FY 2021 and FY 2022, 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 2021 or FY 2022, to date, describe the resolution.

Response:

UNION GRIEVANCES

FY 21:

1. A grievance was filed on behalf of an employee pertaining to discipline. The matter was resolved after mediation.
2. A grievance was filed on behalf of an employee regarding a hostile work environment against a manager. The matter was resolved.
3. A grievance was filed on behalf of an employee concerning a response to an Americans with Disability Act (ADA) accommodation request. The matter was resolved.
4. A grievance was filed on behalf of an employee concerning a hostile work environment against other employees. The matter was resolved.
5. A grievance was filed on behalf of several employees relating to security cameras.

FY 22:

1. Separate grievances were filed on behalf of three employees pertaining to Weingarten rights.
2. A grievance was filed on behalf of an employee concerning a hostile work environment.

Office of Employment Appeals (OEA)

FY 21:

DMV reached settlement with four former employees pertaining to their employment termination.

FY 22:

A former probationary employee filed a petition seeking reinstatement. DMV has filed a motion to dismiss for lack of jurisdiction based on the

probationary status of the former employee. This matter is still pending with OEA.

Office of Human Rights (OHR)

FY 21:

1. An Indonesian-speaking customer filed a failure to provide interpretation services complaint. The matter is presently in the discovery stage.
2. A Spanish-speaking customer filed a racial discrimination complaint based on her being Latina. The matter was resolved.

Resolved in FY 21

A now-former DMV employee filed a Charge of Discrimination with the OHR claiming failure to accommodate based on age, sex, disability, and retaliation (discipline). DMV denied the allegations. A mediation was held which did not resolve the matter. OHR ruled in favor of DMV on all counts except one. Prior to a hearing on the matter, a monetary settlement resolved the matter.

D. EQUITY

37. How does the agency assess whether programs and services are equitably accessible to all District residents?

Response: The agency ensures that it is in compliance with the District's policies and procedures regarding equity and accessibility to all District residents. For example, if a resident requires an ADA accommodation to take the Knowledge Test, then the resident will be directed to contact DC DMV's ADA coordinator to make the needed accommodations.

- What were the results of any such assessments in FY 2021?

Response: DC DMV is able to provide the majority of residents with the accommodations required for them to conduct their DC DMV business whether that was with an ADA accommodation, assistance from the Language Line, publishing job openings through different communications vehicles, etc.

- What changes did the agency make in FY 2021 and FY 2022, to date, or does the agency plan to make in FY 2022 and beyond, to address identified inequities in access to programs and services?

Response: DMV will continue to make our service options as transparent as possible. The agency will, also, continue to find ways to communicate and engage the public on how to obtain DMV services.

- Does the agency have the resources needed to undertake these assessments?

Response: We continue to work with the Mayor's Office on any resources required to undertake these assessments.

- What would be needed for the agency to more effectively identify and address inequities in access to agency programs and services?

Response: DMV continues to work with the Mayor's Office on any resources needed. The agency also, works closely with the Office of Racial Equity in identifying and addressing inequities in DMV's programs and services to better serve our customers.

38. Does the agency have a racial or social equity statement or policy? Please share that document or policy statement with the Committee.

Response: No; however, the agency strives to achieve the racial equity mission and guiding principles developed by the ORA. See <https://ore.dc.gov/page/mission-and-guiding-principles>.

- How was the policy formulated?

Response: N/A

- How is the policy used to inform agency decision-making?

Response: It is used to ensure that the agency is making decisions through a racial equity lens.

- Does the agency have a division or dedicated staff that administer and enforce this policy?

Response: No. DMV has an Equal Employment Officer (EEO)/Coordinator, but they are not dedicated to EEO work only.

- Does the agency assess its compliance with this policy? If so, how, and what were the results of the most recent assessment?

Response: The agency's leadership has adopted ORE's guiding principles and regularly discusses ways to make DMV services more transparent and available to the diverse customers that the agency serves. DMV is also monitoring and evaluating how we make our services more mobile for individuals not able to come to a service location.

39. Does the agency have an internal equal employment opportunity statement or policy?

Response: Yes.

Please share that document or policy statement with the Committee.

Response: *See Attachment G (EEO Policy Statement).*

- How was the policy formulated?

Response: The policy was formulated based upon the DC Humans Right Act.

- How is the statement or policy used to inform agency decision-making?

Response: When addressing EEO complaints from employees or residents, DMV ensures that it follows the established policy.

- Does the agency have a division or dedicated staff that administer and enforce this policy?

Response: DMV does not have a division or staff solely dedicated to handle EEO matters. The agency has an EEO officer/counselor to advise agency staff and handle EEO cases from other District Government agencies.

- Does the agency assess its compliance with this policy? If so, how, and what were the results of the most recent assessment?

Response: DMV is in compliance with the EEO policy. Complaints by DMV employees are referred to other agencies to avoid conflicts of interest, and the agency has an EEO Officer and EEO Counselor available to provide guidance to employees as well as handle complaints from other District Government agencies. DMV ensures that the equal opportunity statements are posted in the breakrooms at all DMV facilities. It is also available on the agency's intranet.

E. PUBLIC HEALTH EMERGENCY

40. Please give an overview of any initiatives DMV started in response to COVID-19 during FY 2021 and FY 2022, to date.

Response: We continued the increased cleaning procedures. All customers are required to wear a facial covering to enter a DMV location. All employees are required to wear a facial covering, and each person has been provided with hand sanitizer, sanitizing wipes, and disinfectant spray to clean their areas daily as needed. Plexiglass remains in place as an additional barrier between employees and the public. Employees are also required to complete a wellness survey each day they report to the office.

41. Which of DMV's divisions are currently working remotely?

- What percentage of DMV's total employees currently work remotely?

Response: Zero (0)

- Please provide a copy of the agency's Continuing Operations Plan and any remote working protocol.

Response: Please refer any questions regarding Continuing Operations Plans to the Office of the City Administrator.

42. How has the agency ensured that all staff have access to appropriate equipment and internet connection, so as to work from home?

Response: DMV IT provided laptops to those employees who required it. Employees were required to provide their own internet connection. However, when needed, DMV provided internet "Hot Spots", in order to enable employees to work from home.

43. How much federal stimulus relief was directed to the agency during FY 2021 and FY 2022, to date, and for what purposes was it used? Is the agency anticipating any funding from the most recent infrastructure bill,

and how will that be factored into the upcoming budget submission or supplemental?

Response: None

44. Was the agency a recipient of any other federal grants stemming related to the public health emergency?

Response: No

45. Please provide a list of agency grant recipients that were asked to reduce services, including by how much (in dollars or percentage), in FY 2021 and FY 2022, to date.

Response: Not Applicable.

46. How has DMV updated its methods of communications and public engagement to connect with customers during the pandemic?

Response: DMV implemented multiple communications tactics to connect with our customers and share important information throughout FY21. Specifically, the agency launched a new communication platform in partnership with Zendesk. This has allowed DMV to streamline the external communication processed by responding to all inquiries submitted through the agency's website, social media, the Mayor's office, and constituent services on a single platform. Additionally, Zendesk maintains a record of all inquiries and responses, creating a database that DMV employees can easily access to better assist customers. The new platform has also helped to reduce the number of duplicative inquiries being submitted through multiple channels (*i.e.*, on the agency's website, social media pages, etc.), thus freeing up resources for DMV communications staff.

Throughout FY21, DMV also increased its engagement on social media. During the public health emergency, the agency posted daily updates on Facebook, Twitter, and Instagram to communicate important messages specific to the extension of all DMV documents as well as key enforcement dates related to expired registration and inspection stickers and driver licenses and ID cards. The agency's social media platforms were also instrumental in communicating details of the District's Ticket Amnesty Program. In October 2021, DMV hired a new Communications Specialist to further enhance the agency's social media presence by developing more engaging content and creating a monthly social media calendar.

Additionally, the agency continued to utilize GovDelivery on a regular basis throughout the year to communicate important updates to the public. DMV went from approximately 400,000 GovDelivery subscribers at the beginning of 2021 to approximately 460,000 subscribers at the end of the calendar year. During the public health emergency, DMV also sent targeted communications via GovDelivery on a frequent basis to notify customers of appointment changes based on operational changes. Moreover, the agency engaged directly with all ANC Commissioners and made DMV leadership available to provide agency updates to constituents via virtual meetings throughout the year.

47. For any reductions to services, programs, or staffing, please provide the agency's plans to mitigate those in future Fiscal Years.

Response: Not Applicable.

F. PROGRAM-SPECIFIC QUESTIONS

48. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2020, FY 2021, and FY 2022 (as of January 1, 2022 or later). Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

Response: See the table below:

FY20/21 DMV Adjudication Caseload Statistics			
	FY 2020	FY 2021	FY 2022
			<small>(thru 12/31/21)</small>
<i>Parking Citations</i>			
Number of Citations Processed	837,899	706,170	299,122
Number of Requests for Adjudication Filed	245,926	117,977	57,947
Number of Cases Pending as of October 1	81	11,613	10,784
Number of Final Orders Issued ****	133,310	50,937	28,712
Number of Final Orders that Dismissed	48,242	19,322	11,227
Number of Final Orders that Affirmed	82,387	30,438	16,802
<i>Moving Citations</i>			
Number of Citations Processed	53,929	42,602	9,515
Number of Requests for Adjudication Filed	56,183	26,685	5,543
Number of Cases Pending as of October 1	38	427	437
Number of Final Orders Issued ****	25,884	9,020	3,641
Number of Final Orders that Dismissed	13,943	4,761	1,751

Number of Final Orders that Affirmed	11,629	4,101	1,689
Photo Citations			
Number of Citations Processed	1,306,689	1,477,167	276,396
Number of Requests for Adjudication Filed	274,874	217,348	38,874
Number of Cases Pending as of October 1	591	13,043	13,267
Number of Final Orders Issued ****	163,879	101,688	18,231
Number of Final Orders that Dismissed	36,580	18,062	3,685
Number of Final Orders that Affirmed	124,210	80,407	13,964
Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters)			
<i>*Limited Occupational License, No Action & FTA figures not listed</i>			
Number of Requests for Adjudication Filed	600	815	129
Number of Cases Pending as of October 1	N/A	N/A	N/A
Number of Final Orders Issued	600	815	129
Number of Final Orders that Dismissed (Approved for Reinstatement)	373	470	73
Number of Final Orders that Affirmed (Revoked/Suspended by Examiner)	28	103	5
General			
Mean Length of Time Required to Close a Case (Filing to Final Order)	140 days	31 days	63 days
Number of Hearing Examiners	21	21	21
Mean Caseload per Hearing Examiner	15,384	7,697	2,409
Traffic Adjudication Appeals Board			
Number of Cases Pending as of October 1	49	80	80
Number of Final Orders Appealed - (Dispos 80)	1,312	961	172
Number of Decisions Issued - (Dispos after Dispos 80)	957	885	270
Mean Length of Time Required to Close a Case	60 days	90 days	90 days
Number of Board Meetings	Biweekly	Biweekly	Biweekly
*Collections			
Number of Citations Processed	2,198,517	2,225,939	585,033
Value of Citations Processed	\$261,825,852	\$236,312,975	\$56,028,577
Parkers	\$62,416,679	\$42,937,708	\$17,934,815
Movers	\$8,819,932	\$5,598,977	\$1,240,712

Photo	\$190,589,241	\$187,776,290	\$36,853,050
Number of Citations Paid	1,673,552	1,602,067	307,792
Number of Citations Paid to DMV pre-collections	1,284,216	1,229,030	246,079
Value of Citations Paid to DMV pre-collections	\$132,177,918	\$126,805,423	\$22,348,250
Number of Citations Paid to Outside Collectors	389,336	373,037	61,713***
Value of Citations Paid to Outside Collectors	\$34,249,073	\$28,026,804.79	\$5,716,327***
Number of Citations Paid during the Ticket Amnesty Program Period	N/A	781,765	469,912
Value of Citations Paid during the Ticket Amnesty Program Period	N/A	\$76,026,536	\$44,099,062
Number of Unpaid Citations	811,792	931,716	321,907
Number of Unpaid Citations Owed by District Residents	165,454	187,123	73,311
Number of Unpaid Citations Owed by Maryland Residents	329,327	391,406	129,915
Number of Unpaid Citations Owed by Virginia Residents	218,601	238,255	77,485
Number of Unpaid Citations Owed by Residents of Other Jurisdictions	98,410	114,932	41,196
Value of Unpaid Citations	\$118,379,255	\$103,168,055	\$32,879,705
Value of Unpaid Citations Owed by District Residents	\$22,409,102	\$19,064,934	\$6,983,283
Value of Unpaid Citations Owed by Maryland Residents	\$49,409,264	\$44,983,293	\$13,990,427
Value of Unpaid Citations Owed by Virginia Residents	\$32,035,005	\$26,625,056	\$7,752,355
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$14,525,884	\$12,494,772	\$4,153,640
*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database			
**** Includes continued cases			
**** December 2021 figures excluded - pending Amnesty File sync with CCU			

49. Please provide the three most common reasons that led to dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2021 and FY 2022, to date (*i.e.* ticket submitted late for processing, etc.).

Response: See the table below:

Dismissal Reason	FY20	FY21	FY22 (thru 12/31/21)
Ticket dismissed based on 15-year discharge policy (dispo 137)	348,841	243,699	152,065

Dismissed on merits- legal defense to ticket provided (dispo 24)	30,242	13,366	7,427
Ticket dismissed for poor image (dispo 8)	11,721	6,495	1,067

50. 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 2021 and FY 2022, to date.

Response: See the table below:

Dismissal Reason	FY20	FY21	FY 22 (thru 12/31/21)
Poor Image *	11,721	6,495	1,067
Multiple Vehicles*	6,445	1,365	267
Officer Absent	1,827	1,331	810
Park Mobile Receipt	5,975	455	722
ROSA Exemption	1,582	34	158

*Relates to photo enforcement tickets

51. For FY 2021 and FY 2022, what percentage of parking tickets were not responded to by day 30? By day 60?

Response: See the table below:

	No response by day 31	No response by Day 61
FY20	43.24%	14%
FY21	42.27%	12.66%
FY22 (thru 12/31/2021)	38.51%	10.24%

52. How many parking tickets are currently outstanding? What is the total dollar amount of those tickets? Please provide a percentage breakdown of the jurisdictions that these outstanding tickets to vehicles are registered to.

Response: See the table below:

	FY20	FY21	FY 22 (thru 12/31/21)

Total Parking Tickets Outstanding	248,267	299,305	158,713
Total Dollar Amount	\$26,986,330	\$20,330,108	\$10,709,593

Response: See the table below:

%Breakdown by Jurisdictions	FY20	FY21	FY 22 (thru 12/31/21)
Parking Tickets DC	22%	25%	25%
Parking Tickets MD	33%	33%	34%
Parking Tickets VA	31%	27%	27%
Parking Tickets Other	14%	16%	14%

53. What is the average length of time for tickets issued via automated handheld devices to be uploaded into the DMV's ticket processing system?

Response: The average length of time for tickets issued via automated handheld devices to be uploaded into the DMV's ticket processing system is 24 hours.

a. What percentage of parking tickets issued by District agencies are via a handwritten ticket?

Response: See the table below:

	FY20	FY21	FY 22 (thru 12/31/21)
Percentage of handwritten parking tickets	7%	7%	7%

54. When a handwritten ticket is issued, often by WMATA or 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: See the table below:

	FY20	FY21	FY 22 (thru 12/31/21)

Average length of time tickets uploaded	40.98 days	33.49 days	10.13 days
Average length of time tickets uploaded and dismissed due to late NOI	52.06 days	49.86 days	19.00 days

55. 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 the table below:

Panel #	DMV Employee Member	Citizen Member	Attorney Member (OAG)
Board 1	Emeka Chinagorom	Desiree Matthews	Wyndell Banks

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

Response: There are not any current vacancies.

56. Please provide the number of adjudications processed in FY 2021, and FY 2022 to date, broken down by category (in-person, online, and mail).

Response: See the table below:

Source	FY20	FY21	FY 22 (thru 12/31/21)
In-person	27,874	10,347	4,955
Mail	42,814	16,701	5,964
Online	250,122	130,929	38,423
Virtual	2,263	3,668	1,242

57. What percentage of DMV in-person transactions in FY 2021 required use of the language line for translation services?

Response: In FY 2021, the percentage of DMV in-person transactions that required the use of the Language Line in FY 2021 was 1.03%.

- a. Were there instances in FY 2021 or FY 2022 to date where the language line for translation services was unavailable when needed or unable to provide translation services for a particular language?

Response: In FY 2021 and to-date in FY 2022, we have had only one instance where Language Line was unable to provide translation services because there were not any Amharic speaking interpreters available. This occurred on December 16, 2021.

58. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2020, FY 2021, and FY 2022, to date.

Response: The average length of time required to close a case from filing to final order was 140 days in FY20; 31days in FY21; and 63 days in FY22 as of December 31, 2021.

59. Please provide the number of requests for reconsideration upon a finding of liability in FY 2020, FY 2021, and FY 2022 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

Response: See the table below:

Reconsiderations	FY20	FY21	FY 22 (thru 12/31/21)
Received	14,604	15,176	2,913
Upheld	12,324	13,725	2,428
Dismissed	2,280	1,451	485

Numbers include cases received in FY21 and decided in FY22

60. 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 2020, FY 2021, and FY 2022, 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 FY20 and 90 days in FY21. As of December 31, 2021, the average time from appeal of a hearing examiner’s decision to issuance of a final order in FY 2022 is 90.

- 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. While we are very pleased to be exceeding our performance goal, DMV always endeavors to provide the best customer service. As such, we will continue to evaluate whether there are any ways to improve processes to become even more efficient.

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

Response: Since May 1, 2014, the DMV's credentials comply with the federal REAL ID laws and security standards seeking to improve the reliability and accuracy of driver licenses and identification cards. As of October 1, 2020, the U.S. Department of Homeland Security's Transportation Safety Administration (TSA) requires every air traveler 18 years of age and older to have a REAL ID compliant driver license, identification card, or another acceptable form of identification to fly within the United States. For more information, visit <https://www.tsa.gov/real-id>.

To ensure all District residents have an opportunity to become REAL ID compliant, DMV established (October 21, 2019) special hours that were available by appointment only for those whose driver license or identification card **expired on or after October 1, 2020**. Everyone else has the opportunity to become compliant during their normal renewal cycle before the deadline.

DMV took a phased-in approach during FY2020 to complete the early renewal process and notified all eligible credential holders by mail and email of the early renewal option. DMV used envelopes with red lettering on the front stating, "REAL ID Early Renewal Notification", when communicating with via mail. The letters and emails sent out contained important information with specific instructions on how to schedule appointments for the early renewal process. The notifications also provided links to the agency's website so that individuals would know exactly what documents to bring to their appointment to show proof of identity, proof of Social Security number, and proof of DC residency. Since residents that are eligible for the early renewal process still have additional time remaining on their current credential, their fees are being prorated when they complete their renewal.

Due to the COVID-19 public health emergency, the Department of Homeland Security (DHS) extended the compliance deadline from October 1, 2020, to October 1, 2021.

On April 27, 2021, DHS announced an additional extension to the compliance deadline due to circumstances resulting from the COVID-19 public health emergency. The deadline for DMV to ensure all residents

possess a REAL ID compliant credential (denoted by a black star in the upper right-hand corner) is May 3, 2023.

As of January 1, 2022, 92% of all DC credentials are REAL ID compliant. Every DC resident will have an opportunity to apply for a REAL ID credential before May 3, 2023.

62. On December 7, 2021, the Council passed the Department of Motor Vehicles Electronic Proof of License, Permit or Identification Card Amendment Act of 2021, which sets the stage for the District to issue and recognize electronic drivers’ licenses, permits, and ID cards.
- a. What is the timeline for roll out of these new electronic forms of identification?
 - b. What kind of public education will DMV be doing regarding the new program? When will that outreach begin?
 - c. Will DMV be undertaking any trainings for MPD, Metro Police, DPW, and other enforcement entities on the new electronic forms of identification?

Response: Since the passage of the Department of Motor Vehicles Electronic Proof of License, Permit or Identification Card Amendment Act of 2021, DMV has begun discussing their options with the vendor community. Additionally, the agency is participating in the national dialog hosted by AAMVA to determine standards and guidelines to assist with moving the program forward. The DMV is not ready to announce an official timeline, but we are working aggressively to make digital credentials a reality.

63. 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 the table below:

Limited Purpose		
	Driver Licenses	Identification Cards
FY2014		
May	110	94
June	147	209
July	189	240

Limited Purpose		
	Driver Licenses	Identification Cards
August	237	269
September	357	259
FY14 Total	1,040	1,071
FY2015		
October	341	271
November	389	321
December	422	273
January	388	255
February	362	184
March	397	216
April	411	164
May	264	156
June	249	172
July	276	242
August	288	230
September	411	206
FY15 Total	4,198	2,460
FY2016		
October	452	207
November	298	177
December	353	220
January	330	162
February	392	163
March	444	181
April	549	252
May	522	245
June	518	272
July	389	136
August	902	453
September	676	398
FY16 Total	5,825	2,866
FY2017		
October	614	301
November	518	244
December	664	265

Limited Purpose		
	Driver Licenses	Identification Cards
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
FY17 Total	6,752	2,986
FY2018		
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
FY18 Total	5,947	2,589
FY2019		
October	557	271
November	444	158
December	445	215
January	465	198
February	416	189
March	567	265
April	446	200
May	434	194
June	438	177
July	397	135
August	452	150
September	359	139

Limited Purpose		
	Driver Licenses	Identification Cards
FY19 Total	5,420	2,291
FY2020		
October	557	271
November	444	158
December	445	215
January	602	150
February	535	155
March	233	48
April	0	0
May	0	0
June	27	9
July	293	15
August	299	24
September	292	24
FY20 Total	3,727	1,069
FY2021		
October	166	43
November	162	46
December	240	51
January	232	45
February	283	61
March	335	73
April	320	93
May	315	89
June	373	130
July	461	174
August	432	127
September	463	128
FY21 Total	3,782	1,060
FY2022		
October	488	156
November	404	132
December	397	121
FY22 Total	1,289	409

Limited Purpose		
	Driver Licenses	Identification Cards
Total to Date (thru Dec 31, 2021)	36,789	17,463

64. How many vehicles were titled/registered in the District in FY 2020, FY 2021, and FY 2022, to date?

Response: See the table below:

Vehicles Titled/Registered	
Fiscal Year	Vehicles Titled/Registered
FY20	52,464
FY21	81,888
FY22 (as of 12/31/21)	21,435

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2021.

Response: See the table below:

Item Type	Total
ALPHA KAPPA ALPHA TAGS	4
ANACOSTIA RIVER COMMEMORATIVE TAGS	453
AUTOCYCLE TAGS	5
BREAST CANCER AWARENESS TAGS	97
BUS TAGS	571
CLERGY TAGS	2
COMMERCIAL TAGS	883
DC GOVT MOTORCYCLE TAGS	33
DC GOVT TAGS	483
DC LODGE TAGS	15

D.C. WOMEN VETERANS SPECIALTY TAG	3
DEALER TAGS	296
DEALER TEMPORARY TAGS	100
DELTA SIGMA THETA TAGS	3
DISABILITY MOTORCYCLE TAGS	1
DISABILITY TAGS	263
DISABLED AMERICAN VETERAN TAGS	32
DISABLED VETERAN TAGS	10
DONATE A LIFE TAGS	10
FIRE FIGHTER TAGS	15
FLORIDA A & M UNIVERSITY TAGS	1
HISTORICAL TAGS	149
KAPPA ALPHA PSI FRATERNITY TAGS	4
LIMOUSINE TAGS	9
LOW TAGS	35
MASONS TAGS	2
MISSISSIPPI STATE UNIVERSITY TAGS	1
MOREHOUSE COLLEGE ALUMNI TAGS	1
MOTORCYCLE TAGS	830
MOTORCYCLE TEMPORARY TAGS	10
MOTOR DRIVEN CYCLE TAGS	932
OFFICE OF VETERANS AFFAIRS TAGS	31
PERSONALIZED TAGS	748
RENTAL TAGS	273
STANDARD TAGS	62200

TAXI TAGS	20
TEAMSTERS UNION TAGS	1
TEMPORARY TAGS	3039
THE GEORGE WASHINGTON UNIVERSITY TAGS	1
TRAILER TAGS	301
UNITED STATES AIR FORCE VETERAN TAGS	20
UNITED STATES ARMY VETERAN TAGS	76
UNITED STATES COAST GUARD VETERAN TAGS	3
UNITED STATES MARINE VETERAN TAGS	30
UNITED STATES NAVY VETERAN TAGS	15
UNIVERSITY OF MISSISSIPPI TAGS	1
VETERANS OF FOREIGN WARS OF US TAGS	1
WASHINGTON NATIONALS TAGS	223
WHITE STARS TAGS	1
WWW TAGS	210

- 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 2020, FY 2021, and FY 2022, to date. Of these, please indicate how many belong to the District government.

Response: See the table below:

Vehicles Newly Registered						
Fuel Type	FY20	FY20 DC Gov't	FY21	FY21 DC Gov't	FY22 (12/31/21)	FY22 (12/31/21) DC Gov't
Electric	870	0	2394	67	473	0
Flex	2413	160	3043	1778	845	87
Hybrid	2753	49	4984	448	1245	11

	Vehicles Currently Registered					
Fuel Type	FY20	FY20 DC Gov't	FY21	FY21 DC Gov't	FY22 (12/31/21)	FY22 (12/31/21) DC Gov't
Electric	2,661	18	4622	67	4951	67
Flex	16,216	1968	15,711	1778	15686	1826
Hybrid	15,353	284	17,400	448	17853	441

65. Please provide the number of active “H” tags and “L” tags in FY 2020, FY 2021, and FY 2022, to date.

Response: See the table below:

Tag Type	FY20	FY21	FY22 (12/31/21)
H Tags Active	3860	2491	2337
L Tags Active	146	104	100

a. Please provide the total number of “H” tags and “L” tags issued (excluding renewals) in FY 2020, FY 2021, and FY 2022, to date.

Response: See the table below:

Tag Type	FY20	FY21	FY22 (12/31/21)
H Tags Issued	95	20	12
L Tags Issued	14	9	3

66. 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, customers can expect to experience the longest wait time at the DMV service centers and Inspection Station during the lunch period, which is from 11 a.m. to 1 p.m. Additionally, the end of the month and the days immediately before and after a holiday tend to be the busiest, and thus, customers can expect longer wait times.

The table below provides additional information for FY21 and FY22, to date:

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	16 minutes	22 minutes	13 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
Benning Ridge Service Center	17 minutes	24 minutes	13 minutes
		Tues, 12-2pm	Fri, 8:15-10:15am
Rhode Island Service Center	22 minutes	32 minutes	16 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
Southwest Service Center	22 minutes	26 minutes	19 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am

67. In the FY 2022 budget, the DMV announced the launch of a self-service kiosk program, which will allow residents to conduct a range of DMV transactions at kiosks located in grocery and convenience stores across the District.

- a. What is the current status of this program? Has DMV engaged with a vendor to begin designs for the new kiosks, and/or to administer and maintain the kiosk system?

Response: Yes, the DMV has been in ongoing communication with a vendor over the past year, confirming such details as: customizing options; marketing support; Service Level Agreements; retail establishments the vendor has current contracts with to house the kiosks; customer language options; and time needed for implementation.

- b. What is the estimated start date for these kiosks?

Response: DMV has met with vendors to better understand the market and has engaged OCP to determine the procurement strategy to move forward. DMV has not confirmed an official start date of these kiosks. However, the agency intends to formulate an intensive marketing plan to keep the public abreast of the implementation of the new kiosks.

- c. Does DMV anticipate a staggered roll out for these new kiosks? Please provide a projected deployment schedule for the new kiosks over the next five years, including the number and ward location of each per year.

Response: See the response to question #67 above.

68. 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: See the timeline tables below:

Destiny Modernization Timeline	
FY21	Infrastructure Software Setup for Development and Production Clusters
	Automation Software for Build and Deployment
	Design Web Pages in Wire frames for UI/UX Interface
	Development of General Services - Wave 1

FY22	Development of General Services, Driver's License, Vehicle Registration Transactions - Wave 1 & 2
	Development of Title, Identification Card, Adjudication, Business Transactions - Wave 3
	Unit and Functional Testing of General Services, Driver's License, Vehicle Registration, Title, Adjudication and Business Transactions
	Automation of Batch Printing process
	Infrastructure Setup for PROD Environment
	Production Deployment of Web Page Front End and Post-Production Support

FY23	Infrastructure Setup for Mainframe Migration
	Development of Title, Identification Card, Adjudication, Business Transactions - Wave 3
	Development of Back End program to Micro Services - Wave 4
	Unit and Functional Testing of General Services, Driver's License, Vehicle Registration, Title, Adjudication and Business Transactions
	Functional Testing

FY24	Development of Back End program to Micro Services - Wave 5
	Functional Testing

FY25	Development of Backend program to Micro Services - Wave 6
	User Acceptance Testing
	Production Deployment and Post-Production for 6 months

Ticket Processing Timeline	
FY21	Completion of RFI
	Procurement of Consultant Services to finalize work statement and requirements
	Initial Compilation of RFP package
FY22	Final Draft of work statement and requirements
	Legal approval of RFP package
	RFP goes out on the street
	Technical & Price Proposal Evaluations
FY23	Contract Council Package Preparation
	Contract Council Package Submission
	Contract Council Package Approval
	Contract Award
	Requirement Gathering, design and infrastructure setup.
FY24	Development, Unit testing, user acceptance testing – leg 1
	Initiate preparations for integration testing and Pilot
FY25	User acceptance testing, integration testing completion
	Production deployment and production support
FY26	System stabilization and production support extended. Maintenance.
FY27	Maintenance and system enhancements

- a. What new strategies did DMV implement in FY 2021 to expedite completion of these projects?

Response: The DMV did not implement any new strategies in FY 2021 to expedite the above-referenced projects. Instead, we focused our energies on working with our sister agency partners, OCTO and OCP, in moving these projects forward.

69. Last year, DMV stated that the final RFI for the Ticket Processing System would be posted in July 2021. What is the status of the RFI?

Response: The RFI was posted and completed. From that RFI, the vendor responses were reviewed, and DMV, OCP & OCTO hired a Technical Writer for approximately 90 days, to review the RFI results, our established requirements, and to complete the draft RFP. In late 2021,

DMV, in coordination with OCP and OCTO, finalized the RFP package, which we anticipate announcing in the solicitation by February 2022.

- a. The past three years the DMV has responded that the Program Manager position had not been filled. Has it been filled now?

Response: DMV has filled the Project Management position for Destiny Modernization.

70. What is the status of expanding the self-service exhaust emissions testing pilot program?

- a. Last year, DMV stated that, funding-willing, it hoped to install a new self-service exhaust emissions testing location in Ward 7 or 8. What is the status of those efforts?

Response: Although funding was not identified in FY21, DMV continues to work with the Mayor’s Office to identify funding for this initiative.

71. The FY 2020 Budget Support Act (“BSA”) raised the cost of residential parking permits in the District to \$50 for a resident’s first car, \$75 for a second, \$100 for a third, and \$150 each for a fourth car and beyond. This new law went into effect on October 1, 2020, but was not implemented until FY 2021.

- a. Please provide the number of RPP participants for FY 2020, FY 2021, and FY 2022 to date. Has DMV seen a decrease in participation in the RPP program since the new fees were established?

Response: See the table below:

New/Renewed Registrations with RPP	
YEAR	COUNT
FY20	92737
FY21	102571
FY22	27860

- b. Has DMV seen a change in the number of residents with multiple vehicles registered to RPP since the fee change was implemented? Has there been a decrease in the number of properties with registrations of three or more vehicles?

Response: No, there hasn't been any significant change in the issuance of RPP since the implementation of the new RPP Program.

72. At the Committee's October 2021 hearing on the DMV's appointment backlog, the Director stated that he was working to create a way to take the driver knowledge test online.

- i. Has this online test been developed and made available?

Response: The online test has been developed but it has not been released for public use yet. We are awaiting approval of the final agreements with the vendor.

- ii. If not, what is the implementation timeline for this initiative?

Response: Within 90 days, the online test will be available to the public.

73. In the FY 2022 budget, the Mayor funded a total 165 new automated traffic cameras by 2024. That funding, however, was directed to DDOT, and was not coupled with an increase in funding at DMV for an increase in ticket processing and adjudication.

- a. How much additional staffing hours per month does DMV estimate these new cameras, once installed, will require? How many new staffers?
- b. Is DMV working with the Mayor to allocate funding to cover these costs in the FY 2023 budget?

Response: DMV is still working to determine the additional resources needed for the ATE expansion. However, DMV and the Office of Budget and Performance Management are working closely together to ensure that any increased ticket processing costs due to expansion in FY22, FY23, and FY24 will be covered and that there will be no danger to the District's ability to process or adjudicate tickets.

74. In the FY 2022 budget, the DMV allocated funding for a new Deputy Director position to support the Director. Please provide the Committee with an update on hiring for this new position. When do you anticipate the new Deputy Director will be onboarded?

Response: The Deputy Director onboarded on December 5, 2021.

75. What is the status of the new Protect Wildlife motor vehicle identification tag, established in the FY 2022 Budget Support Act? When will the new tag design be made available to the public?

Response: The vehicle identification tag is currently in the design phase and will be made available to the public in July 2022.

G. COVID-19 Response

76. Please provide the following data for the agency:

- Number and percentage of staff that are fully vaccinated, by division.

Response:

- Adjudication Services – 43 employees; 93%
 - Agency Management – 28 employees; 97%
 - Driver Services – 82 employees; 84%
 - Information Technology – 9 employees; 82%
 - Vehicle Services – 36 employees; 72%
- Number and percentage of staff that are not vaccinated, broken down by (1) exempt staff and (2) non-exempt staff, by division.

Response:

- Adjudication Services – 7%
 - 1 exempt
 - 2 non-exempt
 - Agency Management – 3%
 - 1 exempt
 - Driver Services – 16%
 - 15 exempt
 - 1 non-exempt
 - Information Technology – 18%
 - 1 exempt
 - 1 non-exempt
 - Vehicle Services – 28%
 - 14 non-exempt
- Agency plans to address non-exempt unvaccinated staff, including plans for mandated leave, termination, or other action, and including timing for implementation.

Response: DMV is following the Mayor's orders and DCHR's policy, which requires non-exempt unvaccinated staff to undergo weekly testing.