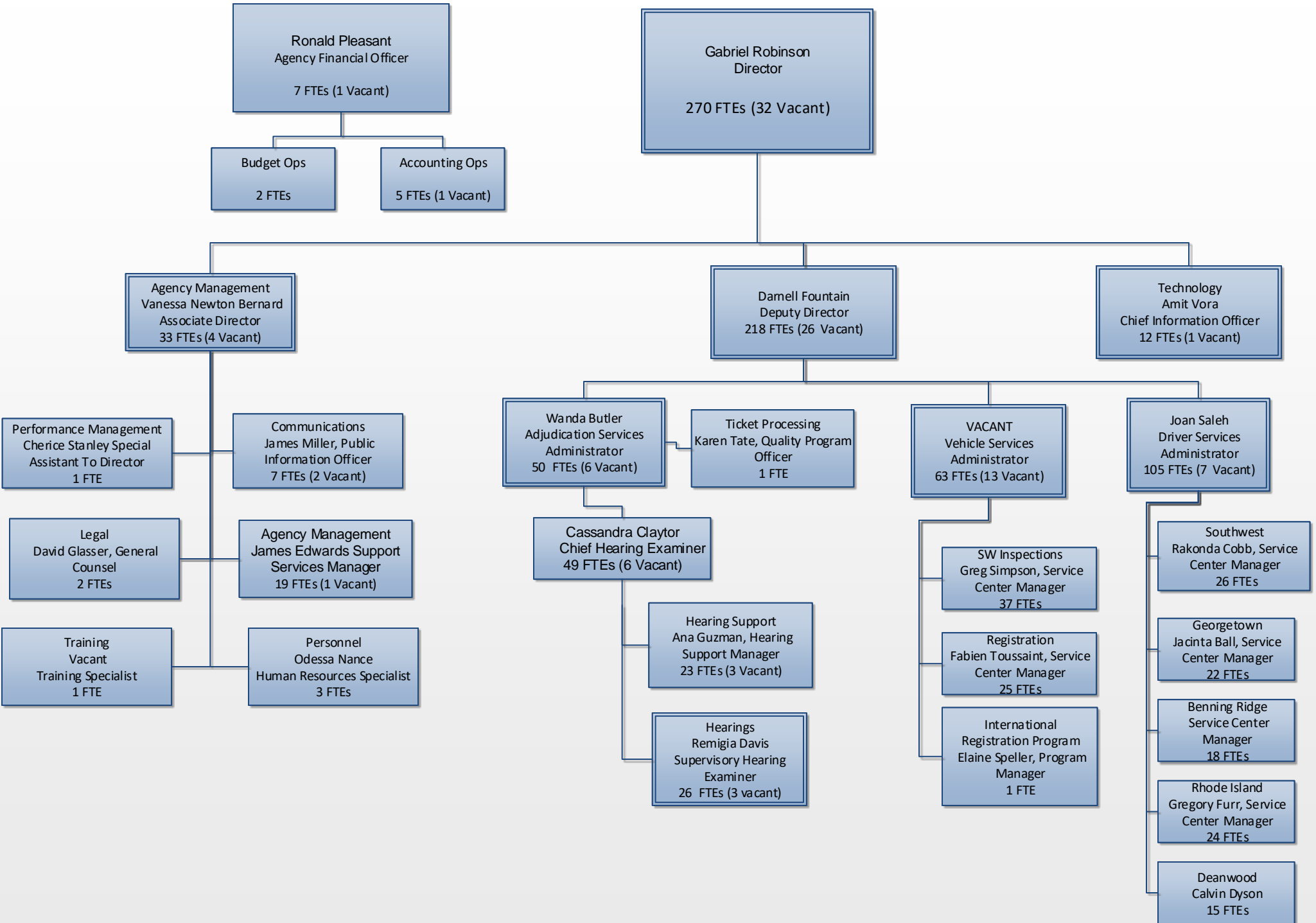


FY2022 DEPARTMENT OF MOTOR VEHICLES ORGANIZATION CHART



Position Number	Title	Name
00004620	Legal Instrument Examiner (DMV	Berry,Aliya
00004670	Lead Legal Instrum. Exam (DMV)	Massey,Shirley T
00006892	Legal Instrument Examiner (DMV	Sanders,Kirby R.
00007669	Legal Instrument Examiner (DMV	Macias,Dulce Angelica
00009555	Hearing Support Manager	GuzmanPena,Ana
00014261	Legal Instrument Examiner (DMV	
00015424	Legal Instrument Examiner (DMV	Smith Godfrey,Tonya L
00015839	Supv Legal Instrument Examiner	Hayes,Antaeus B
00016017	Legal Instrument Examiner (DMV	Smith,Dawn
00016925	LEGAL INSTRUMENTS EXAMINER	Sedgwick,Denise
00018156	Legal Instrument Examiner (DMV	Young Jr.,Charles M
00020920	Supv Legal Instrument Examiner	Coyoy,Paula I
00021545	Lead Legal Instrum. Exam (DMV)	Campbell-Perkins,Kimberly J
00022258	LEGAL INSTRUMENTS EXAMINER	Hawkins,Lajuan R
00023882	Staff Assistant	Jones,Keith D
00024018	Legal Instrument Examiner (DMV	Ford,Karlotta
00024228	Legal Instrument Examiner (DMV	Williams,Kraig R
00026454	Legal Instrument Examiner (DMV	Hardy,Gloria A
00027018	Legal Instrument Examiner (DMV	Hellams,Delante A
00031426	Legal Instrument Examiner (DMV	
00031459	Legal Instrument Examiner (DMV	Johnson,Rachelle A
00082439	Legal Instrument Examiner (DMV	Tann,Erica M.
00000700	HEARING EXAMINER	Warren Ali,Valerie
00002750	Hearing Examiner	
00003497	HEARING EXAMINER	Musonye Smith,Rose
00004241	HEARING EXAMINER	Boyd,Sharon Grace
00007910	HEARING EXAMINER	Roshell,Alicia A.
00008344	HEARING EXAMINER	Thompson,Dakarai D.
00008824	HEARING EXAMINER	Lawson,Stephen J
00009834	Appeals Board Member	Banks,Wyndell O
00011713	HEARING EXAMINER	Williams,Wanda
00012316	HEARING EXAMINER	Horsley,Bashan W
00013665	HEARING EXAMINER	Boone,Emma M
00015013	Supervisory Hearing Examiner	Jackson,Tracey G.
00015767	Staff Assistant	
00017321	Adjudication Services Administ	Butler,Wanda F
00019753	Hearing Examiner	James,Gerard Uriah
00020770	Chief Hearing Examiner	Claytor,Cassandra P
00022136	HEARING EXAMINER	Walton,Gina

00023529	Hearing Examiner	Ruffin,Marvin G
00023611	Appeals Board Member	Matthews,Desiree Vanita
00024269	Hearing Examiner	Favorite,Lakisha D
00025051	Hearing Examiner	Wilform,Deon R.
00026218	HEARING EXAMINER	Harris,Mark M
00026493	HEARING EXAMINER	Dansby,Tonia M
00031438	HEARING EXAMINER	Davis,Joseph
00031473	Hearing Examiner	Thomas,Yanic L
00031474	Supervisory Hearing Examiner	Davis,Remigia C
00075103	HEARING EXAMINER	Neloms,Roxanne D.
00082411	Hearing Examiner	THOMPSON,MARSHA M
00082412	HEARING EXAMINER	Best,David D.
00082421	Legal Instrument Examiner (DMV	
00002935	QUALITY PGM OFFICER	Campbell-Tate,Karen
00040049	REVENUE OFFICER	Keenon,Beverly
00040059	ACCOUNTING TECH	West,Alva
00040060	ACCOUNTING TECH	Jackson,Demetria R
00040061	ACCOUNTING TECH	Batie,Tatiana
00087662	Accounting Technician	Grant,Ashley N
00033764	AGENCY FISCAL OFFICER	Pleasant,Ronald J
00040062	Budget Officer	Richardson,Shaniqua A
00007513	Assoc Dir for Admin Svcs	Bernard,Vanessa E
00010922	Investigator	Goci,Gledion
00011902	SUPERVISOR TRIAL ATTORNEY	Glasser,David M
00012046	Director	Robinson,Gabriel T
00015900	Investigator	Johnson,Robert E
00016268	Executive Assistant	Pinnix,Jeanette L
00020246	Program Coordinator (NMVTIS)	JOHNSON-BRITTON,LACHELLE M
00026058	Support Services Assistant	Brighthart,Angela D
00027099	Support Services Assistant	Branch,Kevin
00027368	Support Services Assistant	Parker,Lamont Anthony
00031413	Management Analyst	Stanley,Cherice Y
00031425	Support Services Assistant	Golson,Gabriel X
00031429	Vehicle Management Specialist	Pitt,Francine
00031432	Support Services Specialist	Jackson,Terrie Denise
00031440	Support Services Manager	Edwards,James L
00031456	Training Specialist	Caldwell,Coleman
00031461	Management Analyst	
00032472	STAFF ASSISTANT	Miller,Tonya M
00041737	ATTORNEY ADVISOR	Washington,Pamela B
00083164	Investigator	Al-Shammary,Zainab
00085758	Ticket Ombudsman	Dugger,Tony
00088125	Public Information Officer	Miller,James W
00088225	Training Specialist	Dickerson,Karen L. Smith
00108979	Vehicle Management Specialist	
00109060	Records Management Specialist	
00020899	Correspondence Mgnt Specialist	

00022612	Communications Specialist	Underwood,Kellye Michelle
00031436	Correspondence Mgnt Specialist	
00088220	Correspondence Mgnt Specialist	Corley, Demaria A
00088222	Correspondence Mgnt Specialist	Clements, Talayna
00088224	Lead Correspondence Management	Small, Michelle F
00083165	Management Analyst	Anderson-Snipe, Brigid
00104830	Deputy Director of Operations	Fountain, Darnell
00108990	Staff Assistant	Harris, Naadira A
00019052	Human Resources Specialist	Osei-Djan, Montii T
00022968	Human Resources Specialist	Payne, Lisa
00031437	Human Resources Specialist	Scruggs Nance, Odessa M
00108989	Human Resources Specialist	
00001879	Legal Instrument Examiner (DMV	Croom, Taylor M.
00001900	Supv Legal Instrument Examiner	Almanzar, Anthony
00002584	Service Center Manager (DMV)	Dicks, Moses
00003090	Legal Instrument Examiner (DMV	Casco, Salvador A
00004406	Legal Instrument Examiner (DMV	Perkins, Joi
00007261	Supv Legal Instrument Examiner	James, Natasha A
00007680	Legal Instrument Examiner (DMV	Crews, Chenia Ontrell
00010349	Legal Instrument Examiner (DMV	Cooper, Karmeisha R.
00011154	Driver License Examiner (Comme	McDowell, Mark
00011643	Legal Instrument Examiner (DMV	Spencer, Jasmine D
00012455	Driver License Examiner (Comme	Smith, Bobby L
00012681	Legal Instrument Examiner (DMV	Jackson, LeAndrea R
00013055	Legal Instrument Examiner (DMV	
00013870	Lead Legal Instrum. Exam (DMV)	
00013993	Legal Instrument Examiner (DMV	Wadley, Walter L.
00014441	Legal Instrument Examiner (DMV	Streeter II, Lacy C
00014498	Legal Instrument Examiner (DMV	Johnson, Linda
00014833	Legal Instrument Examiner (DMV)	
00015585	Legal Instrument Examiner (DMV	Simmons, Shakima S.
00016071	Supv Legal Instrument Examiner	Zimmerman, Erica
00016757	LEGAL INSTRUMENTS EXAMINER	Moore, Mercy M
00017047	Legal Instrument Examiner (DMV	Washington, Verlez M
00017748	LEGAL INSTRUMENTS EXAMINER	Deloatch, Yolanda A
00017799	DRIVER LICENSE EXAMINER MVO	Brown Jr., Leon B
00017922	Staff Assistant	Flythe, Joelle N
00018027	DRIVER SRVS ADMIN	Saleh, Joan B
00018074	Legal Instrument Examiner (DMV	Quarles, Kevin
00018444	Legal Instrument Examiner (DMV	Weaver, Sierra A.
00018606	LEGAL INSTRUMENTS EXAMINER	Shorter, Wanda M
00018957	Legal Instrument Examiner (DMV	Akinrinlola, Kayode O
00019215	Legal Instrument Examiner (DMV	
00019291	Supv Legal Instrument Examiner	Walters, Taion
00019653	Legal Instrument Examiner (DMV	Jackson, Timothy
00020072	Legal Instrument Examiner (DMV	Cash, Nicole J.
00021192	Driver License Examiner (Comme	Tarawali, Sahida

00021351	Legal Instrument Examiner (DMV	Smith,Tonika
00021938	Legal Instrument Examiner (DMV	Cruz,Joana
00022023	Legal Instrument Examiner (DMV	Tate,Shaumika A
00022050	Legal Instrument Examiner (DMV	
00022806	LEGAL INSTRUMENTS EXAMINER	
00023041	LEGAL INSTRUMENTS EXAMINER	Walton,Johnice M
00023271	Legal Instrument Examiner (DMV	McEachin,Tiana
00023289	Legal Instrument Examiner (DMV	Carthens,Nyla Monae
00023890	Legal Instrument Examiner (DMV	Allen,Victoria
00024292	LEGAL INSTRUMENTS EXAMINER	Holliway,Lakesha
00024603	Service Center Manager (DMV)	Ball,Jacinta P
00024989	Legal Instrument Examiner (DMV	Castro,Keila
00025765	Driver License Examiner (Comme	Morales,Nancy C
00025874	Legal Instrument Examiner (DMV	Batie,Derrick
00026417	Legal Instrument Examiner (DMV	Thompson,Safiya Camille
00026598	Legal Instrument Examiner (DMV	Prince,Dora Devonn
00026652	Legal Instrument Examiner (DMV	Johnson,Nikita M
00026679	Legal Instrument Examiner (DMV	Lewis,Marcus
00027013	Legal Instrument Examiner (DMV	Rodriguez,Haydee
00027262	Lead Legal Instrum. Exam (DMV)	Lee,Tracey M
00027344	Legal Instrument Examiner (DMV	West,Letitia M
00027493	Legal Instrument Examiner (DMV	Cruz,Jonas
00031415	Legal Instrument Examiner (DMV	Rutherford,Jacqueline Sadea
00031431	Legal Instrument Examiner (DMV	
00031433	Legal Instrument Examiner (DMV	
00031441	Service Center Manager (DMV)	Dyson,Calvin C
00031450	DRIVER LICENSE EXAMINER MVO	Day,Justin
00031466	Legal Instrument Examiner (DMV	ESTRELLA,ERIDANIA
00031471	Legal Instrument Examiner (DMV	Lewis,Paula
00031493	Legal Instrument Examiner (DMV	Jones,Jamia
00031496	Service Center Manager (DMV)	Anderson-King,Kathleen E
00033841	Legal Instrument Examiner (DMV	Gillis,Kristie L.
00034672	Legal Instrument Examiner (DMV	Hawkins,Mattie M
00034676	Driver License Examiner (Comme	Alam,Arfan
00034679	Supv Legal Instrument Examiner	
00042011	Service Center Manager (DMV)	Graham,Tiara S
00042131	Supv Legal Instrument Examiner	
00082394	Management Analyst	Miles,Marquis D
00082409	Legal Instrument Examiner (DMV	Shephard,Shirley Y
00082410	Lead Legal Instrum. Exam (DMV)	Gordon,Tyrina L
00082422	Program Coordinator (IID)	Dickerson,Dominic
00082423	Legal Instrument Examiner (DMV	Mathis,Regina Neka
00082424	Legal Instrument Examiner (DMV	Green,Tiara M
00082425	Legal Instrument Examiner (DMV	
00082426	Legal Instrument Examiner (DMV	Williams,Shantrice Kapiolani
00082427	Legal Instrument Examiner (DMV	Perry,Ja'nea
00082428	Legal Instrument Examiner (DMV	Middleton,Tionna

00082429	Legal Instrument Examiner (DMV	Davis,Keara K.
00082430	Legal Instrument Examiner (DMV	Douglass,Brandie Danielle
00082431	Legal Instrument Examiner (DMV	Lymore,Lakeithia
00082432	Legal Instrument Examiner (DMV	Dunstan,Thurman
00082433	Legal Instrument Examiner (DMV	Osborne,Jessica J.
00082436	Legal Instrument Examiner (DMV	Anthony,Sherika
00082440	Legal Instrument Examiner (DMV	Stinnett,Alexus S
00082441	Legal Instrument Examiner (DMV	Boyd,Chrystal Evette
00082442	Legal Instrument Examiner (DMV	Griffin,Sabrina
00082443	Supv Legal Instrument Examiner	
00082444	Legal Instrument Examiner (DMV	Edwards,Quanda
00082445	Legal Instrument Examiner (DMV	Anderson,Monica
00082446	Supv Legal Instrument Examiner	Hodges,Shannon Madiel
00083201	Legal Instrument Examiner (DMV	Nelson,Brianna
00083202	Legal Instrument Examiner (DMV	Kearney,Lawanda D
00094152	Legal Instrument Examiner (DMV	LYNCH,DONALD D.
00099779	Legal Instrument Examiner (DMV	Green,Christina L
00099780	Legal Instrument Examiner (DMV	Pearson,Keshmere
00099781	Legal Instrument Examiner (DMV	Shears,Diamond Precious
00099782	Legal Instrument Examiner (DMV	Irving,Marshae Domonique
00108982	Legal Instrument Examiner (DMV	
00108984	Driver License Examiner (Comme	
00108985	Driver License Examiner (Comme	
00108987	Supv Legal Instrument Examiner	
00108988	Supv Legal Instrument Examiner	
00109057	Program Coordinator	
00109058	Program Coordinator (CDL)	
00109059	Operation Manager	
00017643	Legal Instrument Examiner (DMV	
00010091	IT Specialist (CUSTSPT)	Jackson,Marcus Deangelo
00013695	INFO TECH SPEC	Adams,Shawn G
00018644	IT Project Manager (GIS)	Sweatt,Tyrone A
00022035	INFO TECH SPEC	Thomas,Claude C
00031419	Supervisory Information Techno	Bandla,Raja V r
00031420	IT Project Manager (GIS)	Newland,Omar K
00031454	INFO TECH SPEC	Beegle,Jeremy S
00031457	Chief Information Officer	Vora,Amit
00032534	INFO TECH SPEC	Aliaga,Juan C
00082399	IT Spec (Application Software)	Bryant,Darrell Keith
00082402	IT Spec (Application Software)	Masungu,Elonai
00108986	IT Project Manager (GIS)	
00004159	DISPUTE RESOLUTION SPEC	Nyankale,Sipho M
00005825	Motor Vehicle Inspector	
00009113	Supv Motor Vehicle Inspector	Butler,Terrence K.
00009992	Motor Vehicle Inspector	Jordan,Juwan A
00010034	Motor Vehicle Inspector	Baucum,Deangelo R
00010169	Laborer	Lewis,Kevin

00011221	Motor Vehicle Inspector	Taylor, Reggie
00011518	DISPUTE RESOLUTION SPEC	Kitt, Larry
00014081	Motor Vehicle Inspector	Collins, Tyrae
00016402	Lead Motor Vehicle Inspector	Holley, Demetric V
00016888	Laborer	Banks, Aramis
00017082	Motor Vehicle Inspector	Fuentes, Oscar I
00017959	Motor Vehicle Inspector	Rivers, Raymond M
00018657	Motor Vehicle Inspector	Davis, John B
00019649	Motor Vehicle Inspector	Ochoa Portillo, Eduardo
00020533	Equipment Repairer	Tate Jr., Edward
00020845	Motor Vehicle Inspector	
00021605	Supv Motor Vehicle Inspector	Best, Tyronica T
00021775	Lead Motor Vehicle Inspector	Cruz, Nathaniel
00022052	Motor Vehicle Inspector	Wood, Jeremairh
00022582	LABORER	Dorsey, William
00022713	Equipment Repairer	Spencer, Patrick L
00022845	Lead Motor Vehicle Inspector (Walker, Larry
00023192	Motor Vehicle Inspector	Douglas, Shahn M
00024589	Lead Motor Vehicle Inspector	Mills, Sean F
00024729	Lead Motor Vehicle Inspector	Jones Jr., Herbert D
00025117	Motor Vehicle Inspector	Perry, Patrick
00025228	Motor Vehicle Inspector	
00025303	MOTOR VEHICLE INSPECTOR	
00026688	Lead Motor Vehicle Inspector	Kartey, Maurice K
00027411	Motor Vehicle Inspector	
00031416	Motor Vehicle Inspector	
00031418	Motor Vehicle Inspector	JAMISON, LARRY
00031475	Motor Vehicle Inspector	Woody, Gerrel
00035305	Service Center Manager (DMV)	Simpson, Gregory M
00012435	IRP Program Coordinator	Speller, Elaine
00003145	LEGAL INSTRUMENTS EXAMINER	Givens, Leah L
00006137	Legal Instrument Examiner (DMV	
00010712	Staff Assistant	
00014629	Legal Instrument Examiner (DMV	Ashton, Natorie
00016154	Legal Instrument Examiner (DMV	Stewart, Arthur L
00016184	Supv Legal Instrument Examiner	
00016312	Legal Instrument Examiner (DMV	Giles, Stephanie Nicole
00017816	Legal Instrument Examiner (DMV	Powell, Kiina T
00018052	Program Coordinator (ODIS)	Hampton, DeChelle C.
00018251	Legal Instrument Examiner (DMV	Barkley, Tomika
00018588	Legal Instrument Examiner (DMV	NICKENS, LAKISHA M
00020167	Management Analyst	DINA, CHRISTOPHER
00020717	Legal Instrument Examiner (DMV	Cates, Tierra N
00022231	Legal Instrument Examiner (DMV	Marshall, Kimmlyn R
00026571	LEGAL INSTRUMENTS EXAMINER	Gibson, Maria A
00031414	Lead Legal Instrum. Exam (DMV)	Holmes, Ursula S

00031443	Legal Instrument Examiner (DMV	Mitchell, Rotisha
00031445	Legal Instrument Examiner (DMV	
00031452	Legal Instrument Examiner (DMV	Rivas, Dana
00031462	Legal Instrument Examiner (DMV	Dixon, Marcel B
00031463	Legal Instrument Examiner (DMV	Norris, Franklin T
00031481	Vehicle Services Administrator	Cobb, Rakonda Jamese
00042132	Legal Instrument Examiner (DMV	Crump, Salena
00082408	Service Center Manager (DMV)	Toussaint, Fabien O
00082435	Legal Instrument Examiner (DMV	Oxendine, Valerie L.
00082437	Legal Instrument Examiner (DMV	Clark, Kayla A
00082438	Legal Instrument Examiner (DMV	Whitaker, Kia P.
00108983	Legal Instrument Examiner (DMV	
00109056	Resolution Specialist (NMVTIS)	

Emplid	Empl Rcd	Hire Date	Vacant Status	Days Vacant	Federal or Local Laws	Reg/Temp/Term	Job Series	Grade	Step
00082903	0	8/25/2014	F		No	Reg	963	9	2
00018588	0	7/28/2003	F		No	Reg	963	10	8
00108798	0	6/24/2019	F		No	Reg	963	9	1
00024190	0	2/3/1997	F		No	Reg	963	9	10
00061067	0	5/24/2010	F		No	Reg		13	0
			V	342	No	Reg	963	9	1
00026632	0	5/26/1998	F		No	Reg	963	9	10
00042186	0	11/9/2020	F		No	Reg		11	0
00019185	0	6/26/2017	F		No	Reg	963	9	1
00017047	0	12/19/1988	F		No	Reg	963	9	10
00018295	0	10/22/1999	F		No	Reg	963	9	10
00044187	0	3/16/2009	F		No	Reg		11	0
00021698	0	8/27/1990	F		No	Reg	963	10	10
00022412	0	6/19/1985	F		No	Reg	963	9	10
00063336	0	4/11/2022	F		No	Reg	301	11	1
00084336	0	12/15/2014	F		No	Reg	963	9	2
00100298	0	10/16/2017	F		No	Reg	963	9	1
00014545	0	3/10/2003	F		No	Reg	963	9	9
00027194	0	4/21/2003	F		No	Reg	963	9	9
			V	162	No	Reg	963	9	1
00100310	0	10/16/2017	F		No	Reg	963	9	1
00080295	0	3/24/2014	F		No	Reg	963	9	2
00000716	0	8/25/1997	F		No	Reg	930	13	10
			V	63	No	Reg	930	12	0
00003511	0	5/3/1991	F		No	Reg	930	13	10
00037306	0	11/13/2007	F		No	Reg	930	13	10
00039752	0	9/11/2008	F		No	Reg	930	13	9
00037447	0	3/7/2016	F		No	Reg	930	13	6
00008927	0	4/8/2002	F		No	Reg	930	13	10
00083707	0	9/19/2016	F		No	Term	301	14	2
00090168	0	2/8/2016	F		No	Reg	930	13	6
00084306	0	12/15/2014	F		No	Reg	930	13	6
00064085	0	10/7/2013	F		No	Reg	930	13	7
00090063	0	1/28/2019	F		No	Reg	930	14	0
			V	526	No	Reg	301	11	0
00017448	0	7/11/1994	F		No	Reg	930	16	0
00121494	0	3/14/2022	F		No	Reg	930	13	1
00001918	0	10/31/1994	F		No	Reg	930	15	0
00022288	0	8/18/1995	F		No	Reg	930	13	10

00008010	0	9/26/2011	F		No	Reg	930	12	5
00002475	0	7/19/2021	F		No	Term	301	14	2
00113613	0	11/22/2021	F		No	Reg	930	13	4
00111239	0	10/15/2019	F		No	Reg	930	13	1
00026390	0	4/5/1993	F		No	Reg	930	13	10
00026671	0	9/22/2003	F		No	Reg	930	13	10
00099302	0	8/21/2017	F		No	Reg	930	13	5
00102148	0	3/5/2018	F		No	Reg	930	13	3
00044184	0	3/16/2009	F		No	Reg	930	14	0
00068179	0	4/9/2012	F		No	Reg	930	13	10
00033549	0	10/16/2006	F		No	Reg	930	13	4
00080418	0	4/7/2014	F		No	Reg	930	13	7
			V	64	No	Reg	963	9	0
00099277	0	8/21/2017	F		No	Reg	1101	14	7
00026154	0	7/28/1988	F		No	Reg	512	12	10
00035797	0	6/25/2007	F		No	Reg	525	9	8
00097700	0	5/30/2017	F		No	Reg	525	8	8
00090917	0	5/2/2016	F		No	Reg	525	8	10
00106642	0	9/12/2022	F		No	Reg	525	8	1
00044430	0	4/13/2009	F		No	Reg	501	15	6
00014788	0	12/7/1998	F		No	Reg	505	13	8
00014076	0	6/3/2002	F		No	Reg	301	15	0
00091532	0	6/27/2016	F		No	Reg	1810	11	6
00034509	0	1/22/2007	F		No	Reg	905	2	0
00028403	0	2/7/2005	F		No	Reg	301	E4	0
00040520	0	9/29/2008	F		No	Reg	1810	12	9
00022768	0	12/7/1992	F		No	Reg	301	13	5
00029139	0	5/16/2005	F		No	Reg	301	12	1
00027276	0	4/29/2002	F		No	Reg	324	7	10
00089513	0	11/30/2015	F		No	Reg	342	8	6
00028252	0	5/24/2021	F		No	Reg	342	7	2
00037178	0	10/29/2007	F		No	Reg	343	14	8
00102171	0	3/5/2018	F		No	Reg	342	7	5
00017699	0	5/15/2000	F		No	Reg	301	9	10
00018191	0	10/13/1986	F		No	Reg	342	11	10
00035352	0	4/30/2007	F		No	Reg	342	13	0
00122844	0	6/21/2022	F		No	Reg	1712	12	1
			V	64	No	Reg	343	13	0
00002568	0	10/4/2004	F		No	Reg	301	11	10
00023688	0	5/15/2017	F		No	Reg	905	14	8
00084685	0	1/26/2015	F		No	Reg	1810	11	6
00086462	0	6/8/2015	F		No	Reg	301	8	0
00109681	0	8/5/2019	F		No	Reg	1001	14	0
00113126	0	5/23/2022	F		No	Reg	1712	12	1
			V	100	No	Reg	301	9	0
			V	100	No	Reg	301	9	0
			V	135	No	Reg	301	9	1

00043533	0	12/22/2008	F		No	Reg	301	13	5
			V	78	No	Reg	301	9	1
00093383	0	9/19/2016	F		No	Reg	301	9	6
00095600	0	12/27/2016	F		No	Reg	301	9	5
00018060	0	2/12/2001	F		No	Reg	301	11	5
00072370	0	5/20/2013	F		No	Reg	343	13	2
00034705	0	2/20/2007	F		No	Reg	301	16	0
00040592	0	9/29/2008	F		No	Reg	301	11	2
00039100	0	6/9/2008	F		No	Reg	201	12	3
00027545	0	10/13/1982	F		No	Reg	201	12	10
00009320	0	7/18/1983	F		No	Reg	201	13	10
			V	100	No	Reg	201	12	0
00122070	0	5/9/2022	F		No	Reg	963	9	1
00116724	0	3/29/2021	F		No	Reg	963	11	0
00086035	0	5/18/2015	F		No	Reg	301	13	0
00003126	0	4/19/1999	F		No	Reg	963	9	9
00085469	0	3/23/2015	F		No	Reg	963	9	2
00039052	0	5/27/2008	F		No	Reg	963	11	0
00106892	0	1/7/2019	F		No	Reg	963	9	1
00108203	0	5/13/2019	F		No	Reg	963	9	1
00125711	0	10/11/2022	F		No	Reg	303	9	1
00102912	0	5/16/2018	F		No	Reg	963	9	1
00026681	0	12/6/2021	F		No	Reg	303	9	2
00070013	0	8/27/2012	F		No	Reg	963	9	2
			V	166	No	Reg	963	9	1
			V	9	No	Reg	963	10	1
00098071	0	1/19/2021	F		No	Term	963	9	1
00014563	0	10/1/1994	F		No	Reg	963	9	6
00014621	0	1/11/1999	F		No	Reg	963	9	9
			V	320	No	Reg	963	11	0
00110912	0	9/30/2019	F		No	Reg	963	9	1
00117806	0	7/19/2021	F		No	Reg	963	11	0
00016881	0	6/21/1971	F		No	Reg	963	10	10
00017168	0	3/8/1999	F		No	Reg	963	9	9
00017882	0	11/2/1992	F		No	Reg	963	9	10
00017935	0	3/17/1988	F		No	Reg	303	9	10
00087792	0	10/22/2018	F		No	Reg	301	9	2
00018166	0	11/30/1988	F		No	Reg	301	15	0
00088448	0	9/8/2015	F		No	Reg	963	9	2
00110903	0	9/30/2019	F		No	Reg	963	9	1
00018747	0	4/23/1987	F		No	Reg	963	9	10
00019101	0	6/2/2003	F		No	Reg	963	9	9
			V	220	No	Reg	963	9	1
00113816	0	6/8/2020	F		No	Reg	963	11	0
00095511	0	12/12/2016	F		No	Reg	963	9	2
00112029	1	1/31/2022	F		No	Reg	963	9	1
00092134	0	8/8/2016	F		No	Reg	303	9	6

00102926	0	5/16/2018	F		No	Reg	963	9	1
00088446	0	9/8/2015	F		No	Reg	963	9	4
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			V	166	No	Reg	963	9	0
00023201	0	1/25/1993	F		No	Reg	963	9	10
00090829	0	4/18/2016	F		No	Reg	963	9	2
00121936	0	4/25/2022	F		No	Reg	963	9	1
00022681	0	4/12/1999	F		No	Reg	963	9	10
00018392	0	8/25/2003	F		No	Reg	963	9	9
00022720	0	11/29/1999	F		No	Reg	301	13	0
00108437	0	5/28/2019	F		No	Reg	963	9	1
00119198	0	8/30/2021	F		No	Reg	303	9	2
00018212	0	1/5/1998	F		No	Reg	963	9	10
00120627	0	1/3/2022	F		No	Reg	963	9	1
00026773	0	4/18/2000	F		No	Reg	963	9	7
00039045	0	5/27/2008	F		No	Reg	963	9	4
00097967	0	6/26/2017	F		No	Reg	963	9	1
00110907	0	9/30/2019	F		No	Reg	963	9	1
00028498	0	2/22/2005	F		No	Reg	963	10	6
00004446	0	5/12/1997	F		No	Reg	963	9	10
00112691	0	2/18/2020	F		No	Reg	963	9	1
00110987	0	9/30/2019	F		No	Reg	963	9	1
			V	319	No	Reg	963	9	0
			V	43	No	Reg	963	9	0
00089661	0	12/14/2015	F		No	Reg	301	13	0
00078671	0	10/21/2013	F		No	Reg	303	9	9
00029167	0	5/16/2005	F		No	Reg	963	9	7
00029169	0	5/16/2005	F		No	Reg	963	9	9
00112666	0	2/3/2020	F		No	Reg	963	9	1
00102465	0	4/2/2018	F		No	Reg	301	13	0
00120963	0	1/31/2022	F		No	Reg	963	9	1
00027203	0	1/11/1999	F		No	Reg	963	9	9
00113199	0	3/16/2020	F		No	Reg	963	9	5
			V	147	No	Reg	963	11	0
00077913	0	8/26/2013	F		No	Reg	301	13	0
			V	149	No	Reg	963	11	0
00061250	0	11/18/2013	F		No	Reg	343	13	10
00022087	0	1/17/1989	F		No	Reg	963	9	10
00024081	0	11/22/1999	F		No	Reg	963	10	8
00106296	0	11/13/2018	F		No	Reg	301	12	7
00079299	0	12/16/2013	F		No	Reg	963	9	2
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			V	232	No	Reg	963	9	0
00079300	0	12/16/2013	F		No	Reg	963	9	2
00084302	0	12/15/2014	F		No	Reg	963	9	2
00113677	0	1/31/2022	F		No	Reg	963	9	1

00079290	0	12/16/2013	F		No	Reg	963	9	2
00079286	0	12/16/2013	F		No	Reg	963	9	2
00108209	0	5/13/2019	F		No	Reg	963	9	1
00095601	0	12/27/2016	F		No	Reg	963	9	2
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00116300	0	2/1/2021	F		No	Term	963	9	1
00085672	0	4/13/2015	F		No	Reg	963	9	2
00116152	0	1/19/2021	F		No	Reg	963	9	1
00121812	0	4/11/2022	F		No	Reg	963	9	1
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00109680	0	8/5/2019	F		No	Reg	963	9	1
00081173	0	6/16/2014	F		No	Reg	963	9	2
00030819	0	10/17/2005	F		No	Reg	963	11	0
00107004	0	1/7/2019	F		No	Reg	963	9	1
00022201	0	4/10/2000	F		No	Reg	963	9	9
00112193	0	1/6/2020	F		No	Reg	963	9	1
00106918	0	1/7/2019	F		No	Reg	963	9	1
00121934	0	4/25/2022	F		No	Reg	963	9	1
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00112491	0	1/21/2020	F		No	Reg	963	9	1
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			V	100	No	Reg	303	9	0
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			V	100	No	Reg	963	11	0
			V	100	No	Reg	963	11	0
			V	100	No	Reg	301	13	0
			V	100	No	Reg	301	12	0
			V	100	No	Reg	301	14	0
			V	278	No	Reg	963	9	0
00063622	0	10/12/2010	F		No	Reg	2210	9	10
00037556	0	12/10/2007	F		No	Reg	2210	11	10
00067366	0	12/5/2011	F		No	Reg	2210	15	0
00034686	0	2/20/2007	F		No	Reg	2210	13	10
00028081	0	11/10/2003	F		No	Reg	2210	16	0
00120088	0	11/22/2021	F		No	Reg	2210	15	0
00034891	0	3/5/2007	F		No	Reg	2210	13	10
00012401	0	3/22/2004	F		No	Reg	2210	16	0
00027281	0	10/4/1999	F		No	Reg	2210	11	10
00081180	0	6/16/2014	F		No	Reg	2210	11	7
00115863	0	11/23/2020	F		No	Reg	2210	11	5
			V	100	No	Reg	2210	15	0
00019441	0	3/9/1998	F		No	Reg	301	9	10
			V	806	No	Reg	1802	7	0
00110073	0	8/19/2019	F		No	Reg	1802	11	0
00097094	0	4/3/2017	F		No	Reg	1802	8	4
00090165	0	11/12/2019	F		No	Reg	1802	7	2
00006178	0	10/6/2003	F		No	Reg	3502	4	6

00022203	0	12/28/1998	F		No	Reg	1802	8	10
00014172	0	2/3/2000	F		No	Reg	301	9	10
00124114	0	8/15/2022	F		No	Reg	1802	7	1
00005895	0	3/1/1999	F		No	Reg	1810	9	9
00126388	0	11/7/2022	F		No	Reg	3502	4	1
00102590	0	4/17/2018	F		No	Reg	1802	7	4
00031248	0	11/28/2005	F		No	Reg	1802	8	9
00018798	0	4/7/2003	F		No	Reg	1802	7	8
00123195	0	7/5/2022	F		No	Reg	1802	7	1
00020694	0	8/3/1998	F		No	Reg	4801	9	10
			V	708	No	Reg	1802	7	0
00023321	0	12/7/1998	F		No	Reg	1802	11	0
00090547	0	3/21/2016	F		No	Reg	1810	9	4
00097108	0	4/3/2017	F		No	Reg	1802	7	4
00022737	0	3/8/1999	F		No	Reg	3502	4	10
00022870	0	11/2/1992	F		No	Reg	4801	9	10
00024891	0	5/20/2002	F		No	Reg	1810	9	9
00023351	0	6/30/2003	F		No	Reg	1802	8	10
00056301	0	4/21/2014	F		No	Reg	1810	9	5
00027586	0	12/21/1998	F		No	Reg	1810	9	10
00090593	0	3/21/2016	F		No	Reg	1802	8	5
			V	121	No	Reg	1802	7	0
			V	254	No	Reg	1802	7	1
00005951	0	4/13/1998	F		No	Reg	1810	9	10
			V	226	No	Reg	1802	7	1
			V	211	No	Reg	1802	7	0
00051385	0	8/15/2022	F		No	Reg	1802	7	1
00124113	0	8/15/2022	F		No	Reg	1802	7	1
00000703	0	8/12/2002	F		No	Reg	301	13	0
00000229	0	8/13/2001	F		No	Reg	301	13	10
00003180	0	4/23/1990	F		No	Reg	963	9	10
			V	64	No	Reg	963	9	0
			V	50	No	Reg	301	11	0
00121933	0	4/25/2022	F		No	Reg	963	9	1
00038101	0	3/3/2008	F		No	Reg	963	9	4
			V	149	No	Reg	963	11	0
00116296	0	2/1/2021	F		No	Term	963	9	1
00098055	0	6/26/2017	F		No	Reg	963	9	1
00061136	0	12/3/2012	F		No	Reg	301	12	2
00088832	0	10/5/2015	F		No	Reg	963	9	4
00029172	0	5/16/2005	F		No	Reg	963	9	9
00055837	0	6/8/2009	F		No	Reg	343	13	9
00040766	0	5/23/2022	F		No	Reg	963	9	1
00022385	0	4/5/2000	F		No	Reg	963	9	9
00026745	0	1/25/1993	F		No	Reg	963	9	10
00022962	0	7/12/1982	F		No	Reg	963	10	9

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00088447	0	9/8/2015	F		No	Reg	963	9	2
00030995	0	10/31/2005	F		No	Reg	963	9	8
00031246	0	11/28/2005	F		No	Reg	963	9	8
00081175	0	6/16/2014	F		No	Reg	301	15	0
00088452	0	9/8/2015	F		No	Reg	963	9	2
00080562	0	4/21/2014	F		No	Reg	301	13	0
00080293	0	3/24/2014	F		No	Reg	963	9	2
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00080301	0	3/24/2014	F		No	Reg	963	9	2
			V	100	No	Reg	963	9	0
			V	100	No	Reg	301	12	0

Salary	Fringe+	Program Code	Department Name	FTE
60463		Hearing Support	Adjudication Services	1
78704		Hearing Support	Adjudication Services	1
58591		Hearing Support	Adjudication Services	1
75436		Hearing Support	Adjudication Services	1
125697.1		Hearing Support	Adjudication Services	1
58591		Hearing Support	Adjudication Services	1
75436		Hearing Support	Adjudication Services	1
84333.24		Hearing Support	Adjudication Services	1
58591		Hearing Support	Adjudication Services	1
75436		Hearing Support	Adjudication Services	1
75436		Hearing Support	Adjudication Services	1
84333.63		Hearing Support	Adjudication Services	1
82826		Hearing Support	Adjudication Services	1
75436		Hearing Support	Adjudication Services	1
65285		Hearing Support	Adjudication Services	1
60463		Hearing Support	Adjudication Services	1
58591		Hearing Support	Adjudication Services	1
73564		Hearing Support	Adjudication Services	1
73564		Hearing Support	Adjudication Services	1
58591		Hearing Support	Adjudication Services	1
58591		Hearing Support	Adjudication Services	1
60463		Hearing Support	Adjudication Services	1
129671		Hearings	Adjudication Services	1
87339		Hearings	Adjudication Services	1
129671		Hearings	Adjudication Services	1
129671		Hearings	Adjudication Services	1
126444		Hearings	Adjudication Services	1
116764		Hearings	Adjudication Services	1
129671		Hearings	Adjudication Services	1
56761		Hearings	Adjudication Services	0.5
116764		Hearings	Adjudication Services	1
116764		Hearings	Adjudication Services	1
119991		Hearings	Adjudication Services	1
131000		Hearings	Adjudication Services	1
65285		Hearings	Adjudication Services	1
164863.6		Hearings	Adjudication Services	1
100630		Hearings	Adjudication Services	1
157554.6		Hearings	Adjudication Services	1
129671		Hearings	Adjudication Services	1

98188		Hearings	Adjudication Services	1
56761		Hearings	Adjudication Services	0.5
110311		Hearings	Adjudication Services	1
100630		Hearings	Adjudication Services	1
129671		Hearings	Adjudication Services	1
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107084		Hearings	Adjudication Services	1
135576.2		Hearings	Adjudication Services	1
129671		Hearings	Adjudication Services	1
110311		Hearings	Adjudication Services	1
119991		Hearings	Adjudication Services	1
58591		Hearing Support	Adjudication Services	1
131138		Ticket Processing	Adjudication Services	1
111741		Accounting Operations	Agency Financial Operations	1
71693		Accounting Operations	Agency Financial Operations	1
65145		Accounting Operations	Agency Financial Operations	1
68539		Accounting Operations	Agency Financial Operations	1
53263		Accounting Operations	Agency Financial Operations	1
162001		Budget Operations	Agency Financial Operations	1
123216		Budget Operations	Agency Financial Operations	1
139731.4		Agency Management	Agency Management	1
75775		Agency Management	Agency Management	1
181256.9		Agency Management	Agency Management	1
200769.3		Agency Management	Agency Management	1
100827		Agency Management	Agency Management	1
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80784		Agency Management	Agency Management	1
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46417		Agency Management	Agency Management	1
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69770		Agency Management	Agency Management	1
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54183		Agency Management	Agency Management	1
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54183		Communication	Agency Management	1

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62842		Communication	Agency Management	1
61110		Communication	Agency Management	1
73677		Communication	Agency Management	1
96052		Deputy Director	Agency Management	1
166460		Deputy Director	Agency Management	1
67383		Deputy Director	Agency Management	1
85794		Personnel	Agency Management	1
103333		Personnel	Agency Management	1
119916		Personnel	Agency Management	1
80784		Personnel	Agency Management	1
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84333.19		Licensing	Driver Services	1
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73564		Licensing	Driver Services	1
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67949		Licensing	Driver Services	1

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43772		Licensing	Driver Services	1
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58591		Licensing	Driver Services	1

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69770		Information Technology	Technology Services	1
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140741.9		Information Technology	Technology Services	1
119916		Information Technology	Technology Services	1
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140741.9		Information Technology	Technology Services	1
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84167		Information Technology	Technology Services	1
77873		Information Technology	Technology Services	1
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75436		Inspection	Vehicle Services	1
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43772		Inspection	Vehicle Services	1
43772		Inspection	Vehicle Services	1
103494.2		Inspection	Vehicle Services	1
119916		International Registration Plan	Vehicle Services	1
75436		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
65285		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
64206		Registration	Vehicle Services	1
88001		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
83289		Registration	Vehicle Services	1
64206		Registration	Vehicle Services	1
73564		Registration	Vehicle Services	1
116933		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
73564		Registration	Vehicle Services	1
75436		Registration	Vehicle Services	1
80765		Registration	Vehicle Services	1

58591		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
60463		Registration	Vehicle Services	1
71693		Registration	Vehicle Services	1
71693		Registration	Vehicle Services	1
127029.8		Registration	Vehicle Services	1
60463		Registration	Vehicle Services	1
99513.59		Registration	Vehicle Services	1
60463		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
60463		Registration	Vehicle Services	1
58591		Registration	Vehicle Services	1
80784		Registration	Vehicle Services	1

Name	IPAD	Surface Pro	Cell Phone	Laptop
Amit Vora			X	X
Ana Guzman		X	X	X
Angela Brighthart			X	
Antaeus Hayes			X	
Anthony Almanzar			X	
Appeals Board (Adjudication)				XXX
Avirneni Srikanth				X
Beverly Keenon				
Brigid Anderson		X	X	
Calvin Dyson	X		X	X
Cassandra Claytor		X	X	
CDL - Landover			X	
Cherice Stanley			X	
Christopher Dina			X	
Claude Thomas			X	X
Darnell Fountain		X	X	
Darrell Bryant			X	
David Glasser		X		
Dechelle Hampton			X	
Dominic Dickerson			X	
Elonai Masunga			X	
Edward Tate			X	
Erica Zimmerman			X	
Fabien Toussaint			X	
Gabriel Golston			X	
Gabriel Robinson		X	X	
Gledion Goci		X	X	
Gregory Furr	X		X	X
Jacinta Ball	X		X	X
James Edwards			X	X
Jamie Miller		X		
Jeanette Pinnix			X	X
Jeremy Beegle				X
Joan Saleh	X		X	X
Juan Aliaga			X	
Justine Day				
Karen Tate		X	X	
Kathleen King			X	
Kevin Branch			X	
Leon Brown			X	

Lisa Payne			X	X
Marquis Miles		X		
Mobile ID Units				XX
Montii Osei-Djan			X	X
Natasha James			X	
Odessa Nance			X	X
Omar Hamidi			X	
Omar Newland			X	X
OPEN/Examiner			X	
Open/Office Long Distance			X	
Paula Coyoy	X		X	
Raja Bandla			X	X
Rakonda Cobb	X		X	X
Robert Johnson			X	X
Robert W Brown (Temp using Phone)				
Service Integrity			X	
Ronald Pleasant			X	X
Sahida Tarawali			X	
Shawn Adams			X	X
Swathi Suram				X
Taion Walters			X	
Tara Glover			X	X
Tiara Graham			X	
Terrence Butler			X	
Terrie Winnegan				
Tracey Jackson			X	X
Tonya Miller				
Tyrone Sweatt			X	X
Tyrone Wilson				
Tyronica Best			X	
Vanessa Newton-Bernard			X	X
Wanda Butler	X	X	X	
Zainab Al-Shammary			X	X
Scott Jeffery				X
Tony Dugger				X
Brandie Douglass				X
Kiara Davis				X
Dulce Macias				X
Timothy Jackson				X
Aliya Berry				X
Tiara Green				X

Quanda Edwards				X
Keila Castro				X
Dana Rivas				X
Maria Gibson				X
Alexus Stinett				X
Monica Anderson				X
Leandra Jackson				X
Pamela Washington				X
Tonya Miller				X
Dakarai Thompson				X
Francine Pitt				X
Hearing Examiner 1				X
Hearing Examiner 2				X
Hearing Examiner 3				X
Hearing Examiner 4				X
Hearing Examiner 5				X
Hearing Examiner 6				X
Hearing Examiner 7				X
Hearing Examiner 8				X
Hearing Examiner 9				X
Hearing Examiner 10				X
Hearing Examiner 11				X
Hearing Examiner 12				X
Hearing Examiner 13				X
Hearing Examiner 14				X
Hearing Examiner 15				X
Hearing Examiner 16				X
Hearing Examiner 17				X

Name of Traveler	Position Title	Dates of Travel or Training	Location	Purpose	District Expenditures	Other Expenditures	Additional Notes
FY21							
Cherice Stanley	Management Analyst	May 19-21, 2021	Virtual	Racial Equity Practices in Government	\$231.00		Fees paid by DMV
James Edwards	Support Service Manager	August 11, 2021	Annapolis, MD	Bayside CPR and AED Training	\$118.00		Fees paid by DMV
Joan Saleh	Driver Service Administrator	August 30 - Sept 3, 2021	Denver, CO	AAMVA 2021 International Conference	\$238.00		In-Person Travel was Cancelled - Fees paid by DMV - Airline fee non-refundable; Conference was held Virtual
Amit Vora	Information Tech Officer	August 30 - Sept 3, 2021	Denver, CO	AAMVA 2021 International Conference	\$318.00		In-Person Travel was Cancelled - Fees paid by DMV - Airline fee non-refundable; Conference was held Virtual
David Glasser	General Counsel	August 30 - Sept 3, 2021	Denver, CO	AAMVA 2021 International Conference	\$448.00		In-Person Travel was Cancelled - Fees paid by DMV - Airline fee non-refundable; Conference was held Virtual
				Total FY21:	1,353.00	0.00	1,353.00
Name of Traveler	Position Title	Dates of Travel or Training	Location	Purpose	District Expenditures	Other Expenditures	Additional Notes

FY22							
Joan Saleh	Driver Service Administrator	October 5-9, 2021	Arlington, VA	AAMVA Driver Standing Committee Meeting		\$803.00	Fees paid by AAMVA
Gabriel Robinson	Director	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00		Fees paid by DMV
Joan Saleh	Driver Service Administrator	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00		Fees paid by DMV
Marquis Miles	Management Analyst	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00		Fees paid by DMV
Tyrone Sweatt	Special Project Officer	October 20-21, 2021	Virtual	2021 Vision Zero Conference	\$60.00		Fees paid by DMV
Brigid Anderson-Snipe	NMVTIS Program Coordinator	October 14-15, 2021	Chesapeake, VA	ODIS Enrollment Meeting	\$396.00		Fees paid by DMV
Calvin Dyson	Service Center Manager	November 17-18, 2021	New Orleans, LA	AAMVA IDEC/TMS Joint Meeting		\$1,045.00	Fees paid by AAMVA
David Glasser	General Counsel	Dec 1-3, 2021	Virtual	Employee Law Conference Webinar	\$596.25		Fees paid by DMV
				Total FY22:	\$1,232.25	\$1,848.00	



DEPARTMENT OF MOTOR VEHICLES

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 2023

CONTENTS

- Contents** **2**
- 1 Department of Motor Vehicles** **3**
- 2 2022 Accomplishments** **4**
- 3 2022 Objectives** **5**
- 4 2022 Operations** **6**
- 5 2022 Strategic Initiatives** **8**
- 6 2022 Key Performance Indicators and Workload Measures** **11**

1 DEPARTMENT OF MOTOR VEHICLES

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

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

2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
Expand Virtual Hearing to include Parking and Photo Enforcement Tickets.	More than 10,000 individuals have used this new hearing option.	This virtual hearing option provides the public with more convenience to have a hearing on a ticket from the comfort of their home, office and anywhere in the U.S.
Implement mature driver certification (online submission, including renewal online)	Increased customer satisfaction and another way to make it easier and friendlier to work with DC DMV.	Previously, seniors had to come in person with a medical certification from their doctor to renew. Now, seniors can upload the medical certification online and once the document is reviewed and approved by DMV, the seniors can proceed with the convenience of an online renewal from the comfort of their homes.
Implement the National Motor Vehicle Information System (NMVTIS)	DMV's participation in NMVTIS protects consumers from fraud and unsafe vehicles, and reduces the number of stolen vehicles being sold. The system allows DMV to verify information instantly and reliably on a paper vehicle title by comparing it to data submitted electronically by the issuing jurisdiction.	NMVTIS is the only vehicle history database in the nation to which all States, insurance carriers, and junk and salvage yards are required by federal law to report. Federal law also requires all insurance companies and all junk and salvage yards in the United States to report their salvage and total loss vehicles to NMVTIS. Based on this vehicle history availability, the system can help car buyers and residents detect fraud and know if a vehicle has been totaled or determined to be salvage or junk before the purchase of a vehicle.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Provide outstanding customer service.	9	4
Develop and retain a skilled and diverse workforce.	2	1
Protect and secure DMV data and processes.	1	3
Cultivate innovative solutions to improve customer safety.	1	4
Optimize processes and systems as technology evolves.	4	5
Create and maintain a highly efficient, transparent, and responsive District government.	11	0

4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
Provide outstanding customer service.		
Title and register vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles	Daily Service
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Adjudicate parking, moving and photo enforcement tickets	Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability.	Daily Service
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Develop and retain a skilled and diverse workforce.		
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Protect and secure DMV data and processes.		
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service
Cultivate innovative solutions to improve customer safety.		

(continued)

Operation Title	Operation Description	Type of Operation
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Information technology	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service
Title and Register Vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles.	Daily Service
Optimize processes and systems as technology evolves.		
Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Title and Register Vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles.	Daily Service
Adjudicate parking, moving and photo enforcement tickets	Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability.	Daily Service
Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements	Daily Service
Agency Management	Optimize processes and systems as technology evolves.	Daily Service

5 2022 STRATEGIC INITIATIVES

In FY 2022, Department of Motor Vehicles had 12 Strategic Initiatives and completed 83.33%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Expand virtual hearings to include parking and photo enforcement tickets	Currently, DMV only offers virtual adjudication for minor moving violations and for show cause/reinstatement hearings using video technology. To offer more convenience to the public, the DMV will expand the virtual adjudication option to include hearings for parking and photo enforcement tickets.	Complete	This initiative was completed in Q1.	
Implement an Adjudication Customer Service Chat line from 10am to 2pm	By July 2022, DMV will implement an Adjudication Customer Service chat line from 10am to 2pm on select days during the week in order to address complex hearing related questions and concerns in real time.	Complete	This initiative was completed in Q3.	
Upgrade DMV website (content and navigation)	To better service the public and provide more up-to-date and user-friendly information, the DMV will overhaul the customer experience by upgrading and redesigning the navigation and content of it's website.	0-24%	This initiative was not completed.	Requisition is working it's way through the procurement process.
Implement entry level driver training	By February 2022, DMV will implement entry level driver training to satisfy Federal Requirements for CDL drivers.	Complete	This initiative was completed in Q1.	
Implement mature driver certification (online submission, including renewal online)	To effectively target the needs of seniors, DMV will create an online mature driver certification process which will allow seniors access to more online services (e.g., license renewal).	Complete	This initiative was completed in Q4.	

Enhance the residency certification process	DMV will accelerate its efforts to reduce address fraud by enhancing the current DC residency certification process. This will include streamlining the in-house verification checks, updating the required documents used for certification, and adding systematic safeguards in the licensing and registration system to alert the agency of problematic trends.	Complete	This initiative was completed in Q2.	
Implement video chat with senior leadership	In an effort to perform customer outreach and education, the DMV Communication's Team will partner with agency senior leadership to develop and implement a monthly virtual customer chat session with the public between the hours of 10am and 3pm, where the public can reach an administrator in real time.	Complete	This initiative was completed in Q3.	
Provide annual customer service training for DMV front-line employees	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, by April 30, 2022, DMV will internally train 95% of eligible frontline employees on DMV specific customer service techniques.	Complete	This initiative was completed in Q3.	
Provide racial equity training for DMV employees	To expand the knowledge and awareness of racial inequities that exist in our communities, the DMV will train 85% of all active employees on racial equity impacts and teach techniques to minimize the effects to the residents and visitors to the District.	Complete	100 % MSS and 95% of agency employees completed training on racial equity.	
Expand DC DMV Mobile App to include five new transactions or features	In a continued effort to increase the convenience to DMV customers, DMV will expand the mobile app offers to five additional transactions/features by February 2022.	75-99%	This initiative was not completed.	Technically issues prevented the apps completion.
Enhance the online change of address transaction	DMV will overhaul and enhance the online change of address transaction to make the process more user-friendly while gaining internal operational efficiencies.	Complete	This initiative was completed in Q2	

Improve ODIS to include more basic services e.g., tag transfers, title only, duplicate title

In order to entice more dealers to sign up to utilize the Online Dealer Interface System (ODIS), DMV will add more functionality to the program to allow for duplicate titles, title only, and tag transfers transactions.

Complete

This initiative was completed in Q4.

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Provide outstanding customer service.											
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	63.7%	100%	70%	100%	96.8%	99%	84%	95.5%	Met	
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	56.4%	99.9%	75%	100%	100%	100%	100%	100%	Met	
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	95.2%	91.9%	91%	93.2%	97.1%	94%	90%	91.9%	Met	
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	92.9%	91.9%	85%	91.5%	92.9%	92.2%	92.8%	92.3%	Met	
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	95.4%	97.9%	92%	98.2%	97.9%	98.3%	93.8%	97.3%	Met	
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	98.4%	99.4%	95%	97.3%	100%	100%	100%	99.1%	Met	
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	93.1%	95.8%	87%	95.9%	96.7%	95.8%	92.6%	95.3%	Met	
Average adjudication customer wait time in minutes	Down is Better	5.8	3.5	13	4	3	3	3	3.3	Met	
Average service center customer wait time in minutes	Down is Better	14.5	13.8	30	20	14	12	13	14.8	Met	
Develop and retain a skilled and diverse workforce.											
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	57.5%	Not Available	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
Percent of employees attending annual customer service training.	Up is Better	96.8%	95.8%	94%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.05%	Met	
Protect and secure DMV data and processes.											
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	98%	100%	100%	100%	100%	100%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Cultivate innovative solutions to improve customer safety.											
Percent of customers reached from safety education	Up is Better	100%	98.6%	80%	97.5%	97.1%	97.2%	97%	97.2%	Met	
Optimize processes and systems as technology evolves.											
Percent of registrations renewed online	Up is Better	83%	86.4%	72%	83.3%	82.3%	81.8%	83.4%	82.8%	Met	
Percent of licenses renewed online	Up is Better	23.7%	29.3%	10%	32.3%	47.8%	50.7%	49.9%	44.6%	Met	
Percent of ID cards renewed online	Up is Better	13.9%	29.1%	2%	10.2%	19.6%	23.3%	26.3%	19.2%	Met	
Percent of organ donor designees through DMV	Up is Better	42.1%	43.3%	40%	43.6%	43.6%	43.6%	43.7%	43.6%	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Adjudicate parking, moving and photo enforcement tickets							
Percent of parking tickets adjudicated	14.5%	7.8%	9.9%	9.1%	13.9%	19%	13.3%
Percent of photo tickets adjudicated	14.4%	9.1%	8.9%	9.7%	6.7%	10.2%	8.7%
Percent of moving tickets adjudicated	52.6%	25%	57.3%	37.3%	37.1%	43.5%	43.5%
Issue driver licenses and identification cards							
Number of driver licenses issued	111,525	130,616	28,318	27,103	27,101	29,004	111,526
Number of identification cards issued	26,672	33,146	9332	9505	8585	9019	36,441
Title and register vehicles							
Number of vehicle registrations issued	213,844	233,477	56,511	50,981	51,359	41,593	200,444
Provide general and administrative support							
Percent of employees trained on customer service	96.8%	95.8%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.05%
Number of employees	249	269	270	270	270	270	270
Number of customers reached	29,332	34,223	9073	9216	9294	9378	36,961

KV0-DEPARTMENT OF MOTOR VEHICLES

Capital Projects Activity
(thru December 2022)

Project No	Project Title	Project Description	Approp Fund	LTD Budget	FY 2022 Total Allotment	Carry Forward Balance	FY 2023 Allotment	FY 2024 Allotment	Total	FY 2022 Commitments/ Expenditures	FY 2023 Commitments/ Expenditures	Project Status	Planned Remaining Spending
MVS16C	DESTINY REPLACEMENT PROJECT	The District of Columbia, Department of Motor Vehicles (DMV) has a requirement for a modernized, state-of-the art licensing and registration system. DMV seeks to acquire contract services for the development, customization, and systems integration through the issuance of a Request for Proposal (RFP) for new application software for the web-based motor vehicle's system	3030	30,350,000	18,150,000	12,200,000	6,200,000	2,800,000	21,200,000	3,697,662	4,280,429	Ongoing: . For the remainder of FY2022, we executed development phases 1 and 2, which includes the development of general services, driver license, vehicle transactions, titles, ID cards, Adjudication, and business transactions. We will also have completed the automation of the batch printing process, infrastructure setup for production environment, and production deployment of Web Page Front End and Post-Production support. For FY23, we plan to execute the infrastructure setup for mainframe migration, complete the development of Title, ID Card, Adjudication, and Business Transactions, which are all part of development "wave 3". We will then segway into Wave 4 of development, which shall include Back End program to Micro Services. We will then close out FY23, with Unit & Functional Testing of General Services, Driver's License, Vehicle Registration, Title, Adjudication & Business Transactions, and functional testing.	For FY2023, we plan to spend approximately \$4,500,000.00
TPS01C	TICKET PROCESSING SYSTEM	The DMV proposes to replace the existing contractor hosted ticket processing system with a new state of the art technology solution	3030	5,500,000	5,500,000	5,500,000	6,000,000	6,000,000	17,500,000	89,311	0	Ongoing: FY2022 concluded with completion of the RFP technical review & evaluation. FY2023 has started with finalizing negotiations, and completing the Best and Final Offer (BAFO), with the proposed vendor, and executing a Contract by the end of Qtr.2. Once executed, the remainder of FY23 will include requirement gathering, design and infrastructure setup.	For FY23, we plan to spend at least \$3,000,000.00. However, As negotiations are still underway, we cannot yet determine an firm estimate o what we will spend in FY23. Once contract is fully executed, we will be able to assess and report projected spending by the 3rd quarter of FY23.
MVS17C	DESTINY REGISTRATION FEE IMPLEMENTATION		3030	0	0	0	300,000	0	300,000	0	0	Project has been completed, and the Registration fees have been implemented, and administered to the public, effective October 1, 2022.	Remaining spending will be fully exhausted to support all technical support, troubleshooting, and payment for all services that involved implementation.
MVS23C	DMV INSPECTION KIOSKS		3030	0	0	0	658,000	0	658,000		0	For FY23, DMV plans to erect two additional kiosks; one at the Fort Dupont Ice Arena Parking Lot (Ward 8), and the Kenilworth Park and Aquatic Gardens (Ward 5). We are currently in ongoing communications with the Department of Parks and Recreation (DPR), to finalize	We plan to fully exhaust all funding for FY23. Cost will include: equipment acquisition, product customizations, system software configurations & connections, space clearing, light construction, and system/equipment maintenance.

	35,850,000	23,650,000	17,700,000	13,158,000	8,800,000	39,658,000	3,786,973	4,280,429		
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DMV FY2022-FY2023 Major Contracts

Vendor / Grantee Name	Contract Number / Grant Number	Contract / Grant Purpose - Description of Services	Contract Administrator	Contract Type (N/A for Grants)	Original Contract / Grant Amount	Contract / Grant Term Begin Date	Contract / Grant Term End Date	Contract / Grant Period (FY23)	Contract / Grant Period Total Amount (FY23)	Funding Source	Available to the Public Online? (Yes/No)
Conduent State & Local Solutions	POKV-2006-C-0064	Ticket Processing Services	Karen Tate	Firm Fixed Price	\$ 12,494,314.00	1/3/2007	1/2/2012	N/A	\$ 8,917,625.34	Local	No
R.R. Donnelley	CW58219	Ticket Printing Services	Karen Tate	Firm Fixed Price	\$ 113,490.00	1/17/2018	9/30/2023	Option Year 4	\$ 120,000.00	Local	No
Celtic Cross Holdings	TBD	International Registration Program-PRISM, Software & Management Services	Elaine Speller	Firm Fixed Price	\$ 221,784.75	1/1/2023	9/30/2027	Base Year	\$ 221,784.75	Local	No
Thales	CW91301	Secure Credentialing Services (Secure ID)	Tyrone Sweatt	Firm Fixed Price	\$ 2,072,200.00	10/6/2021	9/30/2028	Option Year 1	\$ 2,015,200.00	Local	No
Revecorps	CW65784	Inspection Station Maintenance & Support (Revecorps)	Chris Dina	Firm Fixed Price	\$ 174,000.00	12/9/2018	12/8/2023	Option Year 4	\$ 49,000.00	Special Purpose	No
MV Solutions	CW86249	Insurance Verification System	Chris Dina	Firm Fixed Price	\$ 732,000.00	10/5/2020	10/1/2025	Option Year 2	\$ 732,000.00	Local	No
Envirotest	CW86791	Inspection Station Consolidated Services	Chris Dina	Firm Fixed Price	\$ 581,290.00	12/1/2020	9/30/2025	Option Year 2	\$ 839,150.00	Special Purpose	No
R.A. Quarshie & Associates	TBD (Previous Contract)	International Registration Program Auditing Services	Elaine Speller	Firm Fixed Price	\$ 70,000.00	10/1/2022	9/30/2023	Not Applicable	\$ 70,000.00	Special Purpose	No
Proforma Docucom Services	CW90126	Registration Window Decals	Jamie Edwards	Firm Fixed Price	\$ 209,082.00	4/2/2021	4/1/2026	Option Year 1	\$ 215,760.00	Local	No
Temporary Staffing Services	CW91304	DMV Temporary Staffing Services (RizeUpTechnology)	Jamie Edwards	Firm Fixed Price	\$ 90,272.00	6/1/2021	9/30/2025	Option Year 2	\$ 224,179.68	Local	No
Supretech	CW96527	Document Imaging Services	Tyrone Sweatt	Firm Fixed Price	\$ 298,827.00	12/30/2021	9/30/2023	Not Applicable	\$ 298,827.00	Local	No

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES

Administrative Issuance System

DMV Administrative Order No. 2014-008

Subject: EEO POLICY STATEMENT

I. OBJECTIVE:

The District of Columbia Department of Motor Vehicles (“DC DMV”) in accordance with the D.C. Human Rights Act of 1977, as amended, D.C. Official Code §§2-1401.01 et seq. (“Act”), does not discriminate on the basis of (actual or perceived) Race, Color, Sex (including sexual harassment), National Origin, Religion, Age, Marital Status, Personal Appearance, Sexual Orientation, Gender Identity or Expression, Family Responsibilities, Matriculation, Political Affiliation, Genetic Information, Disability.

II. SCOPE OF POLICY:

The District of Columbia Human Rights Act prohibits discrimination based on the following 19 “Protected Classes”. These definitions are not exhaustive.

1. Race: classification or association based on a person’s ancestry or ethnicity.
2. Color: skin pigmentation or complexion.
3. Religion: a belief system which may or may not include spirituality.
4. National origin: the country or area where one’s ancestors are from.
5. Sex: a person’s gender; includes sexual harassment and a woman’s right to breastfeed.
6. Age: 18 years or older.
7. Marital status: married (same sex or opposite sex), single, in a domestic partnership, divorced, separated, and widowed.
8. Personal appearance: outward appearance, but is subject to business requirements or standards.
9. Sexual orientation: homosexuality, heterosexuality, and bisexuality.
10. Gender identity or expression: your gender-related identity, behavior, appearance, expression or behavior which is different from what you are assigned at birth.
11. Familial Status*: a parent or guardian with 2 or more children under 18.
12. Family responsibilities: supporting a person in a dependent relationship, which includes, but is not limited to: your children, grandchildren and parents.
13. Matriculation: being enrolled in a college, university or some type of secondary school.
14. Political affiliation: belonging to or supporting a political party.
15. Genetic information: Your DNA or family history which may provide information as to a person’s predisposition or likely to come down with a disease or illness.
16. Disability: a physical or mental impairment that substantially limits one or more major life activities.
17. Source of Income*: the origination of a person’s finances.

18. Status as a Victim of an Intrafamily Offense*: a person who was subjected to domestic violence, sexual assault and stalking.

19. Place of Residence or Business*: geographical location of home or work.

Any violation of the Act by an employee will subject him or her to disciplinary action¹, up to and including termination, as well as possible civil liability brought by the person who claimed to have been the victim of discrimination.

III. PROCEDURES²:

If you believe you have been discriminated against in any of the above areas and you feel that you are either unable to speak with the violator (or that such a communication will not resolve the issue) you should³:

- File a complaint with the Agency EEO Counselor within 180 days of the alleged discriminatory action. The Agency EEO Counselor has 21 days to resolve the matter. If you are not satisfied with the results, you have 15 days to file to formal complaint with the EEO Director at the Office of Human Rights⁴; or
- File a complaint with any EEO Counselor or Officer in D.C. Government within 180 days of the alleged actions. The EEO Counselor or Officer in D.C. Government has 21 days to resolve the matter. If you are not satisfied with the results, you have 15 days to file to formal complaint with the EEO Director at the Office of Human Rights.

Equal Employment Opportunity Rules Governing Complaints of Discrimination in the District of Columbia Government, Title 4 DCMR Chapter 1 and Chapter 5 protects your job-related benefits which include but are not limited to:

- Hiring
- Training
- Reassignment
- Promotion
- Recruitment
- Separation/Termination

IV. CONTACT INFORMATION:

Odessa Nance

Department of Motor Vehicles EEO Counselor
95 M Street, SW, Suite 206

¹ Harassment that may not be protected under the Act is still grounds for discipline.

² The time periods are mandatory and set by law.

³ If you speak with a manager about the issue, the manager must report the matter to the Agency EEO counselor, even if you do not want to proceed.

⁴ Sexual harassment complaints may be filed directly with the Office of Human Rights or a court of competent jurisdiction within one year of the alleged conduct.

*Familial status, source of income, and place of residence or business are only protected classes in housing and public accommodations. Status as a victim of intrafamily offense is only protected in housing.

Washington, DC 20024
Phone: (202) 729-7076
Fax: (202) 729-7155

Lisa Payne

Department of Motor Vehicles ADA Coordinator
95 M Street, SW, Suite 206
Washington, DC 20024
Phone: (202) 729-7075
Fax: (202) 729-7155

Office of Human Rights

One Judiciary Square
441 4th Street, NW, Suite 570N
Washington, DC 20001
Main Number: 202-727-4559
Fax: 202-727-9589
Website: <http://ohr.dc.gov>


DC Government Agency Counselor or Officer Listing:

Website: <http://ohr.in.dc.gov>

EFFECTIVE DATE:

This Administrative Order is effective as of the date of signature by the agency Director (or the Director's designee) below.

APPROVAL



Lucinda Babers, Director
D.C. Department of Motor Vehicles

10/27/14
Date