

**2024 Performance Oversight Questions**  
*Department of Motor Vehicles*

**2024 Performance Oversight Pre-Hearing Questions Part I**  
*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 FY2023-FY2024) Organizational Chart) and information below outlining DMV divisions/programs

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
Adjudication Services	N/A	Provides ticket processing, noticing, hearing, and hearing support services to residents and non-residents 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.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
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.

<b>DMV Agency Divisions/Programs</b>		
<b>Division/Program</b>	<b>Sub-Division/ Activity</b>	<b>Description</b>
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes personnel, training, customer service, administrative services, legislative affairs, communications, performance management, facility management, 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 ensure effective management of agency procurement, inventory, risk and integrity management and supplies.
Agency Financial Operations	N/A	Provides comprehensive financial management services, using Office of the Chief Financial Officer personnel, 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.

- a. 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 FY2023-FY2024 Position List).

- b. 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 2023. The Chief of Staff position was added to the FY 2024 organizational chart.

2. Please list each **new program** implemented by the agency during FY 2023 and FY 2024, to date. For each initiative please provide:
  - a. A description of the initiative, including when begun and when completed (or expected to be completed);
  - b. The funding required to implement the initiative;
  - c. Any documented results of the initiative.

**Response:** None.

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:
  - a. Title of position;
  - b. Name of employee or statement that the position is vacant, unfunded, or proposed;
  - c. Date employee began in position;
  - d. Salary and fringe benefits (separately), including the specific grade, series, and step of position;
  - e. Job status (continuing/term/temporary/contract);
  - f. Whether the position must be filled to comply with federal or local law.
  - g. *Please note the date that the information was collected*

**Response:** See Attachment B (DMV FY2023 -FY2024 Position List) The position list was updated on Dec 31, 2023.

4. Does the agency conduct annual **performance evaluations** of all of its employees, and was this done in FY 2023? Who conducts such evaluations? What are the 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 conducted annual performance evaluations for 100% of eligible employees in FY 2023. Employees' direct supervisors 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 were primarily related to customer wait time, employee attendance, employee transaction time, and employee work habits. All supervisors meet regularly with employees and provide quantitative and qualitative feedback on performance and coaching. If necessary, employees are placed on Performance Improvement Plans (PIPs) to further monitor performance and provide training/counseling/coaching. In FY 2023, no DC DMV employees were put on a PIP. The end-of-year performance evaluations were reviewed and approved by Administrators for each department. All evaluations below a 3 (*i.e.*, valued employee) are reviewed by the Director. In FY 2023, all DC DMV employees had a performance evaluation score of three or higher.

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:** The Agency has no detailed employees at this time.

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 (1), Full-time  
 Organizational Unit: DMV Office of Information Technology  
 Hourly Rate: \$84.99  
 Company: Computer Aid, Inc.

Position Name: Data Warehouse Dashboard Developer (1), Full-time  
 Organizational Unit: DMV Office of Information Technology  
 Hourly Rate: \$84.99  
 Company: Computer Aid, Inc.

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

**Response:** See table below.

Name	iPad	Cell Phone	Laptop	WIFI Device
Aaran Lurry		X		
Amit Vora	X	X	x	X
Angela Brighthart		X		
Appeals Board (Adjudication)			XXX	
Arfan Alam		X		
Avirneni Srikanth			X	
Beverly Keenon		X		
Bobby Smith		X		
Brigid Anderson		X	X	
Calvin Dyson		X	X	
Cassandra Claytor		X	X	
Catrina Jones		X		
CDL - Landover		X		
Cherice Stanley		X		
Chiderah Monde		X	X	
Christopher Dina		X		
Claude Thomas		X	X	X
Crystal Daniels		X		
Dakarai Thompson			X	
Darnell Fountain		X	X	X

Darrell Bryant		X		X
David Glasser			X	X
DeChelle Hampton			X	
Dominic Dickerson		X	X	
Edward Tate		X		
Erica Zimmerman				
Fabien Toussaint		X		
Francine Pitt			X	
Frank Williams				
Gabriel Golston		X		
Gabriel Robinson	X	X	X	X
Genet Amare				
Greg Simpson		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	
Jacinta Ball		X	X	
James Edwards		X	X	
Jarire West		X	X	
Jasmin Hickson		X	X	
Jeanette Pinnix		X	X	
Jeremy Beegle		X	X	
Jonathaniel Pope		X		
Juan Aliaga		X		
Julius Thomas		X		
Justin Day		X		
Karen Tate		X	X	

Kathleen King		X		
Kevin Branch		X		
Kina Powell			X	
Lachelle Johnson-Britton		X	X	
Lamont Parker		X		
Leon Brown		X		
Lisa Payne		X	X	
Marcus Jackson		X	X	
Mark McDowell		X		
Marquis Miles		X	X	
Mobile ID Units			XX	
Montii Osei-Djan		X	X	
Odessa Nance		X	X	
Omar Hamidi		X		
OPEN/Examiner		X		
Open/Office Long Distance		X		
Pamela Washington			X	
Patrick Spencer		X		
Paula Coyoy		X	X	
Raja Bandla		X	X	X
Rakonda Cobb		X	X	
Robert W Brown		X		
Ronald Pleasant		X	X	
Scott Jeffery			X	
Service Integrity		X		
Shawn Adams		X	X	
Swathi Suram			X	
Taion Walters		X		
Tanika Sewell		X		
Terrence Butler		X		
Terrie Winnegan		X		
Tiara Graham		X		
Tony Dugger			X	
Tonya Miller		X		
Tyrone Sweatt	X	X	X	
Tyrone Wilson		X		
Tyronica Best		X		
Vanessa Newton-Bernard	X	X	X	



Wanda Butler		X	X	
Zaida Espinoza		X	X	
Zainab Al-Shammary		X	X	

- i. Please provide the total cost for mobile communications and devices at the agency for FY 2023 and FY 2024 to date, including equipment and service plans.

**Response:**

1. For FY23 – Our Telecom cost for mobile communication was \$90,901.88.
2. For FY2024 thru 1/30/24 – Our Telecom cost for mobile communications is \$9,501.10.

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

**Response:** See table below.

VEHICLE MAKE AND MODEL	VIN NUMBER	LOCATION	LEASE/OWN	ASSIGNED TO	TAG NUMBER
2018 TOYOTA COROLLA	2T1BURHE1JC098271	95 M STREET	OWN	Support Services	DC-12167
2018 TOYOTA COROLLA	2T1BURHE6JC097424	95 M STREET	OWN	IT	DC-12168
2018 TOYOTA COROLLA	2T1BURHE7JC098260	95 M STREET	OWN	Service Integrity	DC-12169
2018 TOYOTA SIENNA	5TDDZ3DC1JS195084	95 M STREET	OWN	Support Services	DC-11970
2018 CHEVROLET EXPRESS CARGO VAN	1GCWGAFB1J1219890	95 M STREET	LEASE	Support Services	DC-12450
2018 FORD F-350	1FT8W3D6XKEC15845	INSPECTION STATION	OWN	Inspection Station	DC-12236
2008 DODGE CARAVAN SE	2D8HN44H28R604731	95 M STREET	OWN	IT	DC-5497
2014 DODGE CARAVAN	2C4RDGBG4ER433476	95 M STREET	OWN	Support Services	DC-8804
2021 TOYOTA COROLLA	JTDEAMDE3MJ035440	DEANWOOD	OWN	ROAD TEST	DC-13885
2021 TOYOTA COROLLA	JTDEAMDE5MJ034810	DEANWOOD	OWN	ROAD TEST	DC-13886
2021 TOYOTA COROLLA	JTDEAMDEXMJ032504	DEANWOOD	OWN	ROAD TEST	DC-14052

2021 TOYOTA COROLLA	JTDEAMDE1MJ02993 0	DEANWOOD	OWN	ROAD TEST	DC-14053
2021 TOYOTA COROLLA	JTDEAMDE1MJ03191 9	DEANWOOD	OWN	ROAD TEST	DC-14054
2021 TOYOTA COROLLA	JTDEAMDE8MJ02876 0	DEANWOOD	OWN	ROAD TEST	DC-14055

- c. A list of employee bonuses or special award pay granted in FY 2023 and FY 2024, to date.

**Response:** DMV did not issue any employee bonuses or special awards in FY 2023 or FY 2024 to date.

- d. A list of travel expenses, arranged by employee.

**Response:** See Attachment C.

- e. A list of the total overtime and worker's compensation payments paid in FY 2023 and FY 2024, to date.

**Response:** See details below.

Overtime

FY 2023 – \$312,156.00

FY 2024 (as of January 20, 2024) – \$67,380.00

Workman's Compensation Payments

FY 2023– \$87,234.86

FY 2024 (as of January 20, 2024)- \$31,985.10

8. What is DMV's current remote work policy? Please provide a copy of the agency's Continuing Operations Plan and any other remote working protocol (if applicable).

**Response:** See Attachment D (DMV's Telework Policy), and Attachment E (DMV's COOP Plan).

9. Please provide a list of each **collective bargaining agreement** that is currently in effect for agency employees.

- a. Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.

**Response:** Presently, 180 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.

All 181 employees are covered by the Compensation Agreement for Compensation Units 1 & 2. The current collective bargaining agreement does not expire until September 30, 2025.

- b. 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:**

Stanley Freeman,  
Interim President AFGE Local 1975  
(240) 535-7138  
Freeman.EVPPres.afgelocal1975@gmail.com  
Benjamin Bryant, AFGE Local 1403  
441 4<sup>th</sup> Street, NW, 6<sup>th</sup> Floor  
Washington, DC 20001  
(202) 724-6652 (O)  
(856) 651-8780  
[benjamin.bryant@dc.gov](mailto:benjamin.bryant@dc.gov)

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

**Response:** N/A

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

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

**Response:** See table embedded below:

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Destiny	Stores information on Driver License (DL)/ID & Registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transactions with the DMV	21 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 more 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	Continued progress from 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 Procurement (OCP), is in the final stages of completing the RFP package, which should be released by the end of February.
Envirotech	Inspection Station Results	Authorized DMV Users	None	6 years	None
THALES (Central Server/Capture Suite/Biometrics)	Secure DL / ID digital picture system	Authorized DMV Users	None	1 year, 8 months	None
Insurance Verification System (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

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Learning Management System (LMS)	Employee Training System for tracking information	DMV Employees only	None	12.5 years	None
Knowledge Testing System (KTS)	New knowledge testing system	DMV Employees only	None	6 years, 9 months	None
Appointment and Road Test System (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
Driver License and Identification (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
Zendesk	Customer Service Platform/Helpdesk System	DMV Employees Only	Customers use the system through various comms channels to contact DMV.	4 years	None

11. 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 2023 and FY 2024, to date, and whether and how those allegations were resolved.

**Response:**

The agency complies with the process outlined in 2017-313 (dated December 18, 2017) as well as Mayor's Order 2023-131 (dated October, 31, 2023),

FY 2023: No allegations were received in FY 2023

FY 2024: An employee made allegations under the previous Mayor's Order as follows: (1) she was asked by another employee if she had a condom; (2) she was told (time period unknown) by an employee, that

another employee liked her; and (3) about a year earlier, an employee made an inquiry concerning her sexuality.

The findings were: (1) the conversation was substantiated but it was not a violation of the Mayor’s Order; (2) the allegation was substantiated but it was not a violation of the Mayor’s Order; and (3) the allegation was not substantiated.

- a. Has DMV identified a primary and alternate sexual harassment officer (“SHO”) as required by Mayor’s Order 2023-131 (“Sexual Harassment Order”)? If no, why not? If yes, please provide the names of the primary and alternate SHOs.

**Response:** Yes, Odessa Scruggs-Nance, SHO; Gledion Goci, Alternate SHO.

- b. Has DMV received any requests from staff in an otherwise prohibited dating, romantic, or sexual relationship for a waiver of the requirements of provisions of the Sexual Harassment Order? What was the resolution of each request? If a waiver has been granted, are there limitations on the scope of the waiver?

**Response:** No notifications of prohibited relationships were submitted.

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

**Response:** The Traffic Adjudication Appeals Board (TAAB) is a 3-member board consisting of an attorney member, citizen member and a DMV employee member (Carole Cade). The Board meets twice monthly in-person and members attended each of those meetings. There are currently no vacancies on TAAB.

<b>Member</b>	<b>Confirmation Date</b>	<b>Term Expiration</b>	<b>DC Resident</b>
Wyndell Banks	9/15/2019	2/12/2025	No
Desiree Matthews	7/19/2021	12/20/2024	Yes
Carole Cade	N/A	N/A	No

- 13. 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:**

- American Association of Motor Vehicle Administrators (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 examinations 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. The membership dues were \$400 for FY23.
- 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.
- Automated Traffic Enforcement (ATE) Task Force on Safety and Equity. There is no membership fee.

14. 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](http://dmv.dc.gov), which is updated regularly to provide the public with the latest information and important news. During FY23, to ensure transparency, we continued to communicate critical information to the public through our social media channels, live web chats, press releases, emails, phone calls, monthly e-newsletters, and GovDelivery E-Blast notices. Additionally, throughout FY23, DMV leadership attended and presented at several virtual ANC and community meetings where residents were provided with important updates related to the agency's operational status as well as the latest news about driver, vehicle, and ticket related services. DMV also participated in government agency events as a partner and supporter, allowing us to reach District

residents in those settings with pertinent information. Additionally, the agency's FY23 Performance Accountability Report and FY23 Performance Plan are available on the City Administrator's website.

DMV leadership presented at the following virtual community meetings in FY23 and the first quarter of FY24:

- Jan 17, 2023 – ANC 5E Meeting
- Feb 17, 2023 – PATHWAYS Community Meeting
- March 1, 2023 – ANC 1C Meeting
- March 15, 2023 – ANC 6C Meeting
- April 3, 2023 – ANC 2E Meeting
- April 12, 2023 – ANC 2G Meeting
- April 16, 2023 – ANC 7B Meeting
- May 8, 2023 – ANC 7D Meeting
- May 17, 2023 – Civic Association Federation Meeting
- June 27, 2023 – ANC 8F (Navy Yard) Meeting
- July 8, 2023 – Hillcrest Civic Association Meeting
- Aug 8, 2023 - ANC 7E Meeting
- Aug 12, 2023 – DC Federation Civic Associations Meeting
- October 4, 2023 – PATHWAYS Community Meeting
- October 19, 2023 – ANC 7B Meeting
- Nov 7, 2023 – ANC 8A Meeting
- Dec 11, 2023 – ANC 6D Meeting
- Jan 11, 2024 – PATHWAYS Community Meeting
- Jan 31, 2024 – ANC 7F Meeting
- Feb 7, 2024 – ANC 6B Meeting

15. How does the agency solicit **feedback** from customers? Please describe.
- a. What is the nature of comments received? Please describe.

**Response:**

DMV solicits customer feedback through multiple direct channels, including the [support@dcdmv.zendesk.com](mailto:support@dcdmv.zendesk.com) public email, and via direct response on our social media channels, especially X (formerly Twitter), Facebook, and Instagram. We also have the opportunity to engage directly and receive feedback from District residents during ANC and community meetings, and through our monthly live web chats with Director Robinson and agency leadership, GovDelivery E-Notices, and emails sent directly to customers from DMV staff.

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



**Response:**

DMV frequently makes changes and updates to its website and internal customer service policies based on feedback from its customers. The agency adds information to its website, creates tutorial videos and PDFs, and/or rewrites information to make it easier for customers to understand processes and know what documents are needed to successfully complete their transactions. The Communications and Correspondence team within DMV handled over 1,100 direct customer service requests and inquiries each month, with an average of 95% ticket completion rate in FY 2023.

16. What has the agency done to reduce agency **energy use** in FY 2023? Did the agency's energy use increase or decrease in FY 2023? Please identify how much energy use increased or decreased in terms of kWh and therms, and what percentage increase/decrease that is compared to FY 2017.

**Response:**

Below is data from DGS, who maintains the energy bills for DC DMV:

ELECTRICITY (kWh)

FY17 1,450,880

FY23 1,250,938

Natural Gas (Therms)

FY17 33,602.5

FY23 36,708.9

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

**Response: See table below.**

**Number of Employees Hired in FY 2022 and FY 2023, to date**

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	48	42
Term	1	0
Temporary	0	0
Contract	0	0

18. Please provide the agency's FY 2023 Performance Accountability Report.

**Response:** See Attachment F.

**B. BUDGET AND FINANCE**

19. Please provide a chart showing the agency’s **approved budget and actual spending**, by division, for FY 2023 and FY 2024, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures for each program and activity code.

**Response:** See tables below.

DEPARTMENT OF MOTOR VEHICLES (KV0)							
FY 2023 YTD Budget vs. Actuals							
(Run Date 01-19-2024)							
Program Area	Initial Budget	Adjustment Budget	Total Budget	Commitment	Obligation	Expenditure	Available Budget
AGENCY FINANCIAL OPERATIONS DEPARTMENT	773,599.26	0.00	773,599.26	0.00	0.00	852,933.38	(79,334.12)
NO COST CENTER	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ADJUDICATION SERVICES DEPARTMENT	15,937,731.14	0.00	15,937,731.14	0.00	0.00	16,061,812.52	(124,081.38)
DRIVER SERVICES DEPARTMENT	11,470,204.06	(661,147.45)	10,809,056.61	0.00	0.00	9,885,661.50	923,395.11
EXECUTIVE DEPARTMENT	9,072,808.82	311,147.45	9,383,956.27	0.00	0.01	8,624,665.13	759,291.13
TECHNOLOGY SERVICES DEPARTMENT	7,060,568.43	0.00	7,060,568.43	0.00	0.00	6,560,018.52	500,549.91
VEHICLE SERVICES DEPARTMENT	11,003,963.18	(611,704.17)	10,392,259.01	0.00	0.00	9,040,264.20	1,351,994.81
	55,318,874.89	(961,704.17)	54,357,170.72	0.00	0.01	51,025,355.25	3,331,815.46

DEPARTMENT OF MOTOR VEHICLES (KV0)							
FY 2024 YTD Budget vs. Actuals							
(Through 12-31-2023; Run Date 01-19-2024)							
Program Area	Initial Budget	Adjustment Budget	Total Budget	Commitment	Obligation	Expenditure	Available Budget
AGENCY FINANCIAL OPERATIONS DEPARTMENT	802,043.55	0.00	802,043.55	0.00	0.00	361,756.46	440,287.09
ADJUDICATION SERVICES DEPARTMENT	27,279,930.96	0.00	27,279,930.96	2,375.70	17,076,033.63	1,954,131.51	8,247,390.12
DRIVER SERVICES DEPARTMENT	10,396,774.88	0.00	10,396,774.88	9,000.00	479,817.58	2,449,728.71	7,458,228.59
EXECUTIVE DEPARTMENT	7,541,023.31	0.00	7,541,023.31	63,854.05	1,886,856.67	1,202,496.35	4,387,816.24
TECHNOLOGY SERVICES DEPARTMENT	9,171,166.40	0.00	9,171,166.40	0.00	894,219.93	1,255,774.97	7,021,171.50
VEHICLE SERVICES DEPARTMENT	12,517,031.84	0.00	12,517,031.84	514,900.35	3,038,119.44	1,506,394.01	7,457,618.04
	67,707,970.94	0.00	67,707,970.94	590,130.10	23,375,047.25	8,730,282.01	35,012,511.58

20. Please list any **reprogrammings**, in, out, or within, related to FY 2023 or FY 2024 funds. For each reprogramming, please list:

**Response:** See table below.

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

**Department of Motor Vehicles (KV0)  
Reprogrammings**

FY 2023 Reprogrammings					
In/Out/Within	Original Purpose of Funds	Type of Funds	DIFS Document Number	Reprogramming Purpose of Funds	Amount
Within	Personnel Services	Special Purpose Revenue	#206	Funds needed to be aligned with DMV/DOEE Clean Air Act MOU requirements.	82,211
				<b>Total</b>	82,211

FY 2024 Reprogrammings					
In/Out/Within	Original Purpose of Funds	Type of Funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
	<i>None</i>				
				<b>Total</b>	0

21. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2023 and FY 2024, to date, including:

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

**Response:** See Attachments G, H, and table below.

DEPARTMENT OF MOTOR VEHICLES (KV0)						
SELLER SIDE INTER-AGENCY REPORT						
FY 2023 YEAR END						
Project Number	Project Description	Buyer Agency	Fund	Program	Cost Center	Initial Budget
401704	Data Sharing	BOE	1010001	500204	50291	24,000.00
400588	Convictions Data Entry	DDOT	4020002	600004	60010	99,840.00
401507	OSSE DOT Vehicle Inspections	OSSE	4020023	400381	40268	50,400.00
401801	TCO Vehicle Inspections	DFHV	1060381	300165	30198	2,000.00
400715	Insurance Verification	DISB	1060242	300152	30180	495,000.00
Grand Total						671,240.00
FY 2024 YEAR TO DATE						
Project Number	Project Description	Buyer Agency	Fund	Program	Cost Center	Initial Budget
402024	Data Sharing	BOE	1010001	500204	50291	15,000.00
400588	Convictions Data Entry	DDOT	4020002	600004	6010	75,000.00
	OSSE DOT Vehicle Inspections	OSSE	<i>TBD - MOU's have not been finalized</i>			50,400.00
	TCO Vehicle Inspections	DFHV	<i>TBD - MOU's have not been finalized</i>			2,000.00
400715	Insurance Verification	DISB	1060242	300152	30180	495,000.00
Grand Total						637,400.00

22. Please provide a list of all **MOUs** in place during FY 2023 and FY 2024, to date, that are not listed in response to the question above.

**Response**

- MOU Between DMV and the Federal Bureau of Prisons (Unicor), for the production of tags.
- MOU Between DMV and DOES for DMV specified services to DOES customers.

23. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2023 and FY 2024, 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 2023 and FY 2024, to date;
- Expenditures of funds, including the purpose of each expenditure, for FY 2023 and FY 2024, to date.

**Response:** See tables below.

Department of Motor Vehicles  
Special Purpose Revenue Accounts  
FY 2023

Fund	Title	Funding Source	Description	Collects.	Expenses	
1060260	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.	2,188,295.83	PS Costs:	477,419.53
					Supplies:	5,064.34
					Fixed Costs:	293,137.35
					Other Services and Charges:	960,199.87
					Contractual Services:	452,884.84
					Equipment:	-410.10
<b>1060260 Total</b>				<b>2,188,295.83</b>		<b>2,188,295.83</b>
1060290	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.	13,362.50	Contractual Services	13,362.50
<b>1060290 Total</b>				<b>13,362.50</b>		<b>13,362.50</b>
1060310	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	7,049,340.00	PS Costs:	2,261,258.58
					Supplies:	107,419.62
					Fixed Costs:	399,234.30
					Security Services	523,985.78
					Other Services and Charges:	406,775.63
					Contractual Services:	1,121,374.98
					Equipment:	453,631.03
<b>1060310 Total</b>				<b>7,049,340.00</b>		<b>5,273,679.92</b>
<b>Grand Total</b>				<b>9,250,998.33</b>		<b>7,475,338.25</b>

Department of Motor Vehicles  
Special Purpose Revenue Accounts  
FY 2024 (thru December)

Fund	Title	Funding Source	Description	Collects.	Expenses	
1060260	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.	261,074.55	PS Costs:	81,095.56
					Supplies:	
					Fixed Costs:	
					Other Services and Charges:	(6,708.15)
					Contractual Services:	272,213.09
<b>1060260 Total</b>				<b>261,074.55</b>		<b>346,600.50</b>
1060290	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.	18,600.00	Contractual Services	0.00
<b>1060290 Total</b>				<b>18,600.00</b>		<b>0.00</b>
1060310	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	1,781,996.00	PS Costs:	610,182.04
					Supplies:	0.00
					Fixed Costs:	0.00
					Other Services and Charges:	75,501.37
					Contractual Services:	219,413.23
					Equipment:	107,382.34
<b>1060310 Total</b>				<b>1,781,996.00</b>		<b>1,012,478.98</b>
<b>Grand Total</b>				<b>2,061,670.55</b>		<b>1,359,079.48</b>

24. 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);

- a. The amount of capital funds available for each project;
- b. A status report on each project, including a timeframe for completion;
- c. Planned remaining spending on the project.

**Response:** See Attachment I.

25. Please provide a complete accounting of all **federal grants** received for FY 2023 and FY 2024, to date, including the amount, the purpose for which the funds were granted, whether those purposes were achieved and, for FY 2023, the amount of any unspent funds that did not carry over.

**Response:** See table below.

**Office of the Chief Financial Officer**  
DEPARTMENT OF MOTOR VEHICLES  
Grant Budget Balance

**1040-INFORMATION TECHNOLOGY**

**8200 - FEDERAL GRANTS**

Grant No	Grant Ph	Grant No Title	Comp Source Group	Current Budget	Current Pre-Encumbrances	Current Encumbrances	Intra District Advances To	Current Expenditures	Total Commitments	Available Balance	Percent Obligated
CDL019	19	CDL PROGRAM IMPROVEMENT PROJECT	0041	227,500.00	0.00	0.00	0.00	0.00	0.00	227,500.00	0.0%
CDL019	19	CDL PROGRAM IMPROVEMENT PROJECT	1110	0.00	0.00	0.00	0.00	0.00	0.00	0.00	No Budget
CDL019	19	CDL PROGRAM IMPROVEMENT PROJECT	0070	102,000.00	0.00	0.00	0.00	21,131.80	21,131.80	80,868.20	20.7%
			<b>8200 - FEDERAL GRANTS</b>	<b>329,500.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>21,131.80</b>	<b>21,131.80</b>	<b>308,368.20</b>	<b>6.4%</b>

26. What competitive or application-based funding in the Infrastructure Investment and Jobs Act, the Inflation Reduction Act, or any other recent federal legislation has DMV identified as being eligible for? Please provide a description of the type of funding, and the proposed use for that funding, for which the agency has submitted, or plans to submit, applications. If there is funding that DMV has identified being eligible to apply for but does not plan to apply for, please explain why.

**Response:** DMV has found no eligibility opportunities directly related to the legislation noted above, or other recent federal legislation.

- a. For all federal funding identified, please describe any local matching requirements.

**Response:** N/A

- b. Are there other ways that DMV plans to leverage federal funding opportunities to maximize the impact for the District and District residents?

**Response:** In coordination with DMOI, DMV will continue to conduct ongoing research for federal funding opportunities.

27. Please list each contract, procurement, lease, and grant (“**contract**”) awarded, entered into, extended and option years exercised, by your agency during FY 2023 and FY 2024, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party;
- a. The nature of the contract, including the end product or service;
- b. The dollar amount of the contract, including budgeted amount and actually spent;
- c. The term of the contract;
- d. Whether the contract was competitively bid or not;
- e. The name of the agency’s contract monitor and the results of any monitoring activity;
- f. Funding source;
- g. Whether the contract is available to the public online.

**Response: See Attachment J.**

Please provide the details of any **surplus** in the agency’s budget for FY 2023, including: Total amount of the surplus;

- a. All projects and/or initiatives that contributed to the surplus.

**Response:** See Table below.

DMV FY23 SURPLUS	
<b>DMV - \$1.5M in SPR Funds.</b>	
784,281.96	PS underspending is due to difficulty hiring “safety sensitive” positions. Candidates are not passing background checks and drug screening.
607,187.16	NPS underspending is related to the delayed implementation of the new secure credentials (licenses and ID Cards).
46,528.49	Shared Services IA miscategorized as NPS vs PS
11,961.72	Remaining underspending is due to various incomplete OCP contract and procurement packages.
1,449,959.33	
<b>DMV - \$1.7M in Local Funds.</b>	
281,795.21	Underspending is related to funding sent back to the DMV at the end of FY23 from DGS for unspent security cost.
23,017.83	Underspending is related to funding sent back to the DMV at the end of FY23 from OCTO for unspent OCTO Assessment
258,449.85	IT - PS - Vacancy Savings for hard to fill I.T. Program Managers (3 qty). DMV has selected three (3) candidates and expect to fill them all.
348,332.04	Driver Services - underspending is due to various incomplete OCP contract and procurement packages.

414,155.31	Related to unspent PS funding because of DCHR's mandated hiring delay such that they could execute the PeopleSoft changes to employee files for the Pay Parity Enhancement
294,132.71	Shared Services IA miscategorized as NPS vs PS
111,599.95	Shared Services IA miscategorized as NPS vs PS
1,731,482.90	

28. For FY 2023 and FY 2024 to date, please provide the number of contracts and procurements executed by your agency. Please indicate how many contracts and procurements were for an amount under \$250,000, how many were for an amount between \$250,000-\$999,999, and how many were for an amount over \$1 million.

**Response:** See table below.

DMV CONTRACTS & PROCUREMENTS EXECUTED BY OCP		
AMOUNT	FISCAL YEAR 2023	FISCAL YEAR 2024 (THRU DEC 31, 2023)
\$0.00-\$250,000	104	36
\$250,000-\$999,999	9	2
\$1,000,000 - BEYOND	1	2

29. Please provide the typical timeframe from the beginning of the solicitation process to contract execution for:

a. Contracts and procurements under \$250,000

**Response:** Average Wait Time: 1.5 months (longest Wait Time: 3.5 Months).

b. Contracts and procurements between \$250,000-\$999,999

**Response:** Average Wait Time: 3.5 months (longest Wait Time: 3.8 months)

c. Contracts and procurements over \$1 million

**Response:** Average Wait Time: 6 months (longest Wait Time: 18 months).

30. In cases where you have been dissatisfied with the procurement process, what have been the major issues?

**Response:** In instances where DMV has been dissatisfied with the procurement process, the major issues have been centered on the following:

- Procurement staff not using the most efficient solicitation method to procure.



- Typically, we are mandated to publish solicitations when we have provided detailed supporting information confirming Competitive Exemptions and Sole Source procurements.
- Lack of transparency
  - Procurement staff will not share detailed information on the status of outstanding procurements.
- Inconsistent interpretation of procurement policy by Contracting Officers and Contract Specialists
  - This results in Contracts being cancelled, or option periods not being executed. If a new Contracting Officer absorbs our Agency's procurement portfolio, they typically mandate us to start over with existing contracts in the middle of their option years.

31. What changes to contracting and procurement policies, practices, or systems would help your agency deliver more reliable, cost-effective, and timely services?

**Response:** The following practices could significantly help DMV in delivery optimal services:

- **Awarding purchase orders directly from the DC Supply Schedule, without posting a solicitation.**
  - Currently, OCP mandates solicitations to be published, even for CBE's that are on the DC Supply Schedule. This is a redundant practice, as the CBEs on the DC Supply Schedule have confirmed reasonable pricing, confirmed all DC government compliance requirements, and each vendor has their awarded City-Wide DC Supply Schedule Contract approved. Requiring that vendors with existing contracts "compete" against each other for purchase orders is counterproductive and defeats the original purpose of having Supply Schedules to begin with. The Federal Government utilizes the GSA Supply Schedule as a supply schedule for direct purchasing; the Office of Contracting and Procurement should utilize the DC Supply Schedule with the same methodology.
- **A "hybrid" Delegated Procurement Authority, where agencies can have partial internal procurement authority, where the risk to the District is minimal.**
  - With DMV's procurement portfolio, many of our delayed procurements are under \$250K. Having a Delegation of Contracting Authority for this amount would allow us to execute efficient procurements within this threshold, while OCP would be empowered to handle the larger Contracts and Council Packages with ease and accuracy. This would also allow DMV to secure business continuity of operations, and consistency with our procurement portfolio, as the consistent changes with OCP

staff charged with executing our procurements, results in both delays in execution, service interruptions and places us at risk of service disruption to our customers, and compliance to both local and federal laws that's directly tied to many of our contracts.

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

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

**Response:** None.

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

**Response:** None.

34. 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	07/29/22
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	12/16/2022
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	02/24/2022
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

Chapter #	Chapter Title	Amendment Date
30	ADJUDICATION AND ENFORCEMENT	2/25/2022
99	DEFINITIONS	12/30/2022

35. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2023 and FY2024, to date, that significantly affect agency operations or resources.

**Response:** None.

36. Please provide a list of all studies, research papers, and analyses (“**studies**”) the agency requested, prepared, or contracted for during FY 2023. Please state the status and purpose of each study.

**Response:** None.

37. 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 2023 and FY 2024, to date.

**Response:** See chart below.

FY23	DMV Service Integrity	Inventory audits to ensure integrity and security of inventory/DMV property	Completed. Results were submitted to Associate Director and Chief of Staff
FY23	DMV Service Integrity	Investigations into suspected fraud initiated through the new NMVTIS program.	Ongoing/Results of investigations reported to NMVTIS Coordinator
FY23/FY24(Dec.31,2023)	DMV Service Integrity	Biometric Investigations	Completed/Ongoing-Results submitted to Associate Director monthly and Chief of Staff
FY23/FY24(Dec.31,2023)	DMV Service Integrity	Address Fraud Investigations	Completed/Ongoing-Results reported to Associate Director and Chief of Staff

38. 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.

39. 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.

DMV has met this 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.

DMV has met this requirement.

(3) DC Official Code § 50–1951.03: Publication of moving infraction data. Shall only apply on inclusion of fiscal effect in an approved budget and financial plan.

DMV has met this requirement.

40. 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 (by using red ink) included with notices of infraction caused her mailed payment to be returned and the fine to be doubled. Experts for both parties testified that it was highly unlikely that the red ink resulted in the envelope being returned. The Court granted DMV's Summary Judgment motion on 7/11/2022. The matter is on appeal.

**Zorgani, et al 1:17-cv-02360(EGS):**

Plaintiff Mohamed Zorgani claimed that DMV mistakenly suspended his driver license, and he was subsequently arrested for driving on a suspended license. His lawsuit alleges negligence, violation of statute and deprivation of civil rights. His spouse, Soukaina Zorgani, is claiming loss of consortium. Mr. Zorgani had received a moving violation and did not pay it in a timely fashion.

**Cynthia Stokes vs Rhode Island DMV, DC Superior Court 2023-CAB-007793.**

Ms. Stokes is suing DMV for allegedly illegally changing her son's place of residence. She is seeking \$50,000,000. There is no evidence that the case has been properly served.

**Lord Danny Joe Hirschfield vs DC DMV Adjudication, DC Superior Court, 2023-CAB-001699.**

Lord Hirschfield is suing DMV for \$1,900.00 for a dispute involving a ticket. He did not respond to the ticket and was deemed liable for the violation. Lord Hirschfield claims that he has attempted to resolve ticket. There is no evidence that the case has been properly served.

**Goddard vs. DMV, DC Superior Court, 2023-CAB-001742**

Plaintiff alleged that DMV overcharged him for tickets. The case was dismissed for want of prosecution when plaintiff did not appear for the scheduled hearing on 4/25/2023.

41. Please list all **settlements** entered into by the agency or by the District on behalf of the agency in FY 2023 or FY 2024, 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:**

**Michael Ziemke vs District of Columbia, DC Superior Court, 2023-CAB-002796.** Mr. Ziemke sued over a FOIA fee dispute (\$200). The matter was settled with the parties agreeing to waive the FOIA fee.

**Parham et al vs District of Columbia, US District Court for DC, 22-2481.** Plaintiffs sued over clean hands law preventing them from obtaining a driver license because of outstanding tickets. The settlement did not include a monetary award. DMV implemented the changes to the clean hands law prior to the “Clean Hands Certification Equity Amendment Act of 2022” taking effect in October 2023 as a result of the Court’s tentative decision.

42. Please list any **administrative complaints or grievances** that the agency received in FY 2023 and FY 2024, 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 2022 or FY 2023, to date, describe the resolution.

**Response:**

**Grievances**

<b>DATE RECEIVED</b>	<b>TYPE</b>	<b>STEP</b>	<b>VIOLATIONS</b>	<b>DID POLICIES CHANGE</b>
12/6/2022	Grievance	1	Mask Policy regarding employee & leave restoration	NO
1/11/2023	Grievance	2	Mask Policy regarding employee & leave restoration	NO
2/17/2023	Grievance	1	Retaliation, Harassment & hostile work environment	NO
3/14/2023	Grievance	1	Mid-year Evaluation issue	NO
3/14/2023	Grievance	1	Mid-year Evaluation issue	NO
3/28/2023	Grievance	2	Mid-year Evaluation issue	NO
4/14/2023	Grievance	3	Mid-year Evaluation issue	NO
5/11/2023	Grievance	4	Mid-year Evaluation issue	NO
7/28/2023	Grievance	1	Suspension two days	NO
9/7/2023	Grievance	2	Suspension two days	NO
9/28/2023	Grievance	3	Suspension two days	NO
10/18/2023	Grievance	1	Complaint about management interaction	NO
10/17/2023	Grievance	1	Complaint about management interaction	NO
10/31/2023	Grievance	4	Suspension two days	NO
12/4/2023	Grievance	1	Staff Meeting Issue	NO

**Office of Employment Appeals (OEA)**

FY 23:

A former MSS employee filed a petition seeking reinstatement. DMV filed a motion to dismiss for lack of jurisdiction based on the MSS status of the former employee. The matter was ordered dismissed.

A former probationary employee filed a petition seeking reinstatement. DMV filed a motion to dismiss for lack of jurisdiction based on the MSS status of the former employee. OEA dismissed the matter citing a lack of jurisdiction.

FY 24: None

#### Office of Human Rights (OHR)

FY 23: Two employees alleged discrimination against them based on family responsibility pertaining to denial of request to telework during a time when the school system suspended in-person learning and switched to virtual learning.

FY 24: None

#### **D. EQUITY**

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

**Response:** The agency adheres to the Language Access Act and provides all vital documents in the six required languages along with information on our website. Residents who require an ADA accommodation to take the knowledge test are directed to contact DC DMV's ADA Coordinator to make the needed accommodations. Additionally, DMV also uses industry standards to review programs as all nationwide DMVs continue to make our services more accessible. The Agency also has robust customer outreach to learn from the public.

- What were the results of any such assessments in FY 2023?

**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. For example, DC DMV did not receive any language access complaints from OHR in fiscal year 2023.

- What changes did the agency make in FY 2023 and FY 2024, to date, or does the agency plan to make in FY 2024 and beyond, to address identified inequities in access to programs and services?

**Response:** DC DMV was accepted into the Office of Racial Equity's (ORE) cohort to create a Racial Equity Action Plan (REAP). To do

so, DC DMV formed a Racial Equity Action Team (REAT) to work collaboratively with ORE to develop a plan designed to address and eliminate inequities.

During FY 2024 the DC DMV DEI Coordinator will lead the process to provide employees with diversity, equity, and inclusion training in conjunction with customer service and interview trainings.

- Does the agency have the resources needed 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:** Yes, the agency has the resources needed to continue our DEI efforts.

44. 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 ORE. 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:** Such a policy would be used to ensure that the agency is making decisions through a racial equity lens. During FY 2024 the DC DMV DEI Coordinator will lead the process to provide employees with diversity, equity, and inclusion training.

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

**Response:** DMV has an Equal Employment Officer (EEO)/Coordinator and a DEI Coordinator.

- 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 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 who are unable to come to a service location.

45. Does the agency have an internal equal employment opportunity statement or policy? Please share that document or policy statement with the Committee.

**Response:** Yes, See Attachment K (EEO) Policy Statement).

- How was the policy formulated?

**Response:** The policy was formulated based upon the DC Human 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 handling 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 follows 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.

46. The District defines racial equity as “the elimination of racial disparities such that race no longer predicts opportunities, outcomes, or the distribution of resources for residents of the District, particularly for persons of color and Black residents.” What are three areas, programs, or

initiatives within your agency where you see the most opportunity to make progress toward racial equity?

**Response:** DMV sees the most opportunity to make progress for racial equity in the District by further closing the pay parity within employees at DMV. DMV's workforce has a high concentration of black employees, many of whom are District residents. This is the "nucleus" of developing economic racial equity, which will then provide opportunities for people of color in other areas such as access to healthier food, advanced healthcare, home ownership, and all of the components that are part of the District's effort to "build the middle class."

47. In the past year, what are two ways that your agency has addressed racial inequities internally or through the services you provide? What additional resources would help your agency reduce traditional burdens felt by Black, Latino, Indigenous, and other communities of color in FY25 and beyond?

**Response:** DC DMV is in the process of developing an Educational Outreach Program for youth ages 15-21 who live in zip codes where the median income is less than the District's median income to take and pass the Knowledge Test so they can be issued a learner permit. Youth who reside in zip codes 20011, 20019, and 20020 are predominately Black, Indigenous, and People of Color (BIPOC) community members.

The second is employee training in FY24 focused on racial equity, diversity, and inclusion.

48. Consider one area where your agency collects race information. How does your department use this data to inform decision making?

**Response:** DC DMV does not collect race data.

49. How are communities of color engaged or consulted when your agency considers changes to programs or services? Provide one specific example from the past year.

**Response:** DC DMV communicates by going out to communities impacted by program changes.

50. What barriers does your agency face when trying to 1) make progress toward racial equity or 2) better understand racial inequity within the agency's context and operations (if any)? How does your agency's spending

address existing racial inequities (grant disbursement, procurement/contracting, etc.)?

**Response:** From a general perspective, as DMV does not collect external race data, and the fact that many of the employees of our agency are people of color who reside in the District, our most tangible goal of making progress towards racial equity is through strengthening the economic footprint of our workforce. We provide additional employment opportunities for possible growth and advancement (when available) to parallel our expanding programs and operations. We also continue to analyze regional and District-Government income data to seek opportunities to further close the pay parity gap that has impacted our black employees as these employees are a part of the communities that ORE wants to advance and support.

From a procurement perspective, we have exceeded our DSLBD/CBE Expendable budget goals. Many of the businesses we contract with are District-based, owned, and operated by individuals of color.

51. Please provide data on the racial diversity among leadership and at all staff grade levels. How does retention differ by race across levels? How does pay differ by race within levels?

**Response:** DMV does not collect race data but knows many of our employees are predominantly BIPOC.

## **2023 Performance Oversight Questions – Part II** *Department of Motor Vehicles*

### **E. PROGRAM-SPECIFIC QUESTIONS**

#### *Adjudication Services*

52. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart, including statistics from FY 2023 and FY 2024 to date. Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

**Response:** See table below.

FY22/23 DMV Adjudication Caseload Statistics			
	FY 2022	FY 2023	FY 2024
			(Thru 12/31/23)
<i>Parking Citations</i>			
Number of Citations Processed	1,278,033	1,372,984	288,489
Number of Requests for Adjudication Filed	310,237	292,717	61,080
Number of Cases Pending as of October 1	19,494	12,422	19,390
Number of Final Orders Issued ****	112,617	146,809	28,753
Number of Final Orders that Dismissed	41,648	50,810	10,062
Number of Final Orders that Affirmed	68,950	92,678	18,086
<i>Moving Citations</i>			
Number of Citations Processed	42,502	45,523	7,986
Number of Requests for Adjudication Filed	43,586	20,328	4,176
Number of Cases Pending as of October 1	279	1,184	442
Number of Final Orders Issued ****	9,230	9,108	2,349
Number of Final Orders that Dismissed	5,083	5,557	1,562
Number of Final Orders that Affirmed	3,902	3,453	759
<i>Photo Citations</i>			
Number of Citations Processed	1,409,498	1,480,878	388,942
Number of Requests for Adjudication Filed	330,254	229,329	51,064
Number of Cases Pending as of October 1	22,333	22,867	27,957
Number of Final Orders Issued ****	91,396	113,485	21,903
Number of Final Orders that Dismissed	15,043	19,661	4,987
Number of Final Orders that Affirmed	73,979	91,408	16,263

<i>Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters) *</i>			
Number of Requests for Adjudication Filed		603	126
Number of Cases Pending as of Oct 1	N/A	N/A	N/A
Number of Final Orders Issued		398	43
Number of Final Orders that Dismissed (Approved for Reinstatement)		355	36
Number of Final Orders that Affirmed (Revoked/Suspended by Examiner)		43	3
<i>Number LOLs, No Action &amp; FTA decisions</i>		111	21
<i>General</i>			
Mean Length of Time Required to Close a Case (Filing to Final Order)	83 days	102 days	102 days
Number of Hearing Examiners	21	20	21
Mean Caseload per Hearing Examiner	10,154	13,470	2524
<i>Traffic Adjudication Appeals Board</i>			
Number of Cases Pending as of Oct1 (Appeals are reviewed within month of filing)	0	0	0
Number of Final Orders Appealed - (Dispo 80)	776	824	164
Number of Decisions Issued (Affirmed, Reversed, Remanded)	1,114	815	184
Mean Length of Time Required to Close a Case	74 days	47 days	43 days
Number of Board Meetings	Biweekly	Biweekly	Biweekly
<i>*Collections</i>			
Number of Citations Processed	2,730,033	2,899,385	685,417
Value of Citations Processed	\$395,636,911	\$416,995,239	\$88,892,024
Parkers	\$117,843,433	\$128,416,675	\$24,290,785
Movers	\$9,276,873	\$10,091,481	\$1,608,469
Photo	\$268,516,605	\$278,487,083	\$62,992,770
Number of Citations Paid	1,888,885		
Number of Citations Paid to DMV pre-collections	1,498,732	1,581,226	292,641
Value of Citations Paid to DMV pre-collections	\$153,063,943	\$161,190,422	\$28,242,001
Number of Citations Paid to Outside Collectors	390,153	628,045	140,388

Value of Citations Paid to Outside Collectors	\$31,014,384	\$42,742,747	\$9,356,712
Number of Citations Paid during the Ticket Amnesty Program Period	473,137	N/A	N/A
Value of Citations Paid during the Ticket Amnesty Program Period	\$43,956,157	N/A	N/A
Number of Unpaid Citations	1,129,740	1,187,532	378,487
Number of Unpaid Citations Owed by District Residents	233,082	218,403	75,909
Number of Unpaid Citations Owed by Maryland Residents	460,994	447,537	136,149
Number of Unpaid Citations Owed by Virginia Residents	296,274	361,396	113,448
Number of Unpaid Citations Owed by Residents of Other Jurisdictions	139,390	160,196	52,981
Value of Unpaid Citations	\$216,204,267	\$228,436,508	\$57,384,072
Value of Unpaid Citations Owed by District Residents	\$39,899,317	\$39,126,799	\$10,612,836
Value of Unpaid Citations Owed by Maryland Residents	\$93,842,233	\$89,807,517	\$21,276,877
Value of Unpaid Citations Owed by Virginia Residents	\$57,406,792	\$70,889,987	\$17,721,400
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$25,055,925	\$28,612,205	\$7,772,959
*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database			
**** Includes continued cases			

53. Please provide the three most common reasons that led to the dismissal of a parking, moving, or automated traffic enforcement ticket in FY 2023 and FY 2024 to date (*i.e.*, ticket submitted late for processing, etc.).

**Response:** See table below.

Dismissal Reason	FY22	FY23	FY24 (thru 12/31/23)
Ticket dismissed based on 15-year discharge policy. (dispo 137)	323,933	232,815	53,851
Dismissed on merits- legal defense to ticket provided (dispo 24)	25,561	35,449	7,119
Ticket dismissed for poor image. (dispo 8)	4,660	3,611	673

54. 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 2023 and FY 2024 to date.

**Response:** See table below.

Dismissal Reason	FY22	FY23	FY24 (thru 12/31/23)
Poor Image *	4,660	3,611	673
Multiple Vehicles*	1,277	1,038	430
Officer Absent	2,064	1,301	273
Park Mobile Receipt	2,723	3,978	739
ROSA Exemption	1,089	1,546	226

\*Relates to photo enforcement tickets.

55. For FY 2023 and FY 2024 to date, what percentage of parking tickets were not responded to by day 30? By day 60? By day 90?

**Response:** See table below.

	No response by day 31	No response by Day 61
FY22	41.74%	13.87%
FY23	41.35%	12.94%
FY24 (thru 12/31/2023)	40.23%	8.95%

56. How many parking tickets are currently outstanding?

**Response:** See table below.

	FY22	FY23	FY24 (thru 12/31/23)
Total Parking Tickets Outstanding *	471,932	487,464	147,613
Total Dollar Amount *	\$58,682,407	\$63,078,840	\$15,259,210

\*Numbers reported are only for those tickets issued in that particular fiscal year. Not a running total from prior years.

What is the total dollar amount of those tickets?

**Response:** See table below.

	FY22	FY23	FY24 (thru 12/31/23)
Total Parking Tickets Outstanding	471,932	487,464	147,613
Total Dollar Amount	\$58,682,407	\$63,078,840	\$15,259,210

Please provide a percentage breakdown of the jurisdictions to which these outstanding tickets to vehicles are registered.

**Response:** See table below.

%Breakdown by Jurisdictions	FY22	FY23	FY24 (thru 12/31/23)
Parking Tickets DC	23%	21%	23%
Parking Tickets MD	34%	32%	31%
Parking Tickets VA	28%	31%	31%
Parking Tickets Other	14%	15%	15%

57. 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:** 24 hours.

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

**Response:** See table below.

	FY22	FY23	FY 24 (thru 12/31/23)
Percentage of handwritten parking tickets	10%	1%	1%

58. In January 2023 at DMV’s FY23 oversight hearing before the Committee, the agency noted efforts it was taking to address the ongoing issue of Automatic Traffic Enforcement (ATE) tickets for vehicles reported stolen by residents. Please provide, in detail, steps that DMV has taken to ensure system integration across network to flag stolen tickets for the ticket processing unit. Has there been any interagency participation in identifying a solution to this problem?

**Response:** Yes, DMV has begun discussions with DDOT to establish a process to identify vehicles reported stolen, but not reported recovered. DMV would like to establish a process that would prevent a ticket from being created under these circumstances. DDOT is pursuing programming needed by its ATE vendor to accomplish this. In the event DDOT’s vendor is not able to establish this process and tickets are created, DMV will establish a process with its ticket processing vendor to prevent notices from being mailed to vehicle owners and would administratively dismiss these tickets.



59. 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 table below.

	FY22	FY23	FY24 (thru 12/31/23)
Average length of time - tickets uploaded	33 days	28 days	20 days
Average length of time - tickets uploaded and dismissed due to late NOI	119 days	42 days	34 days

60. 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, or citizen member.
- Any current vacancies on a panel (and when the Department anticipates filling such vacancies)

**Response:** See table below.

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

61. Please provide the number of adjudications processed in FY 2023 and FY 2024 to date, broken down by category (in-person, online, and mail).

**Response:** See table below.

Source	FY22	FY23	FY24 (thru 2/12/24)
In-person	24,324	26,834	9,999
Mail	20,379	22,257	5,825
Online	158,781	198,829	57,336
Virtual	9,745	21,482	6,555

62. What percentage of DMV in-person transactions in FY 2023 and FY 2024 to date required the use of the language line for translation services?

**Response:** In FY 23 2.54% of DMV in-person transactions required the use of the language line. As of December 31, 2023, 2.56% have required the use of the language line.

- a. Were there instances in FY 2023 or FY 2024 to date where the language line for translation services was unavailable when needed or unable to provide translation services for a particular language?

**Response:** Yes, there were and continue to be instances where translation services were unavailable to provide translation to NEP/LEP customers. These issues were rectified by contacting the Language Line Solutions account manager to assist with providing an interpreter for the required language.

63. Please provide the average time from a request for adjudication to a hearing examiner order in FY 2022, FY 2023, and FY 2024 to date.

**Response:** See table below.

	FY22	FY23	FY24 (thru 12/31/23)
Average time from request for adjudication to decision	83 days	102 days	102 days

64. Please provide the number of requests for reconsideration upon a finding of liability in FY 2022, FY 2023, and FY 2024 to date; and, upon reconsideration, the breakdown between decisions upheld and those dismissed.

**Response:** See table below.

Reconsiderations	FY22	FY23	FY24 (thru 12/31/23)
Received	12,325	11,849	2,946
Upheld	10,554	9,253	2,340
Dismissed	1,771	2,596	606

Numbers include cases received in FY23 and decided in FY24.

65. Please provide the average time from an appeal of a hearing examiner's order to final disposition by a Traffic Adjudication Appeals Board panel in FY 2022, FY 2023, and FY 2024 to date.

**Response:** See table below.

	FY22	FY23	FY24 (thru 12/31/23)
Average time from appeal to final decision by Board	74 days	47 days	43 days

- 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 is pleased to report the response time has decreased to 43 days as of the end of fiscal and calendar year 2023.

66. The Committee, via the Committee on Public Works and Operations, funded an additional hearing examiner in the Adjudication Services Program, as well as approximately \$246,000 in recurring contracting services, to support ticket processing associated with additional enforcement by the Department of Public Works that the Committee on Public Works and Operations funded. In a December 14, 2023, response to the Committee, DMV noted that this examiner was expected to start in January 2024. Did that occur?

**Response:** Yes.

*Driver Services/Vehicle Services*

67. 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 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 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, due to circumstances resulting from the COVID-19 public health emergency, DHS extended the compliance deadline to May 3, 2023.

On December 5, 2022, the deadline was extended by 24 months. 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 7, 2025.

As of January 1, 2023, 99.98% of all DC credentials are REAL ID compliant. Every DC resident will have an opportunity to apply for a REAL ID credential before May 7, 2025.

68. During FY23 oversight, DMV noted that it was still in the process of implementing the Department of Motor Vehicles Electronic Proof of License, Permit, or Identification Card Amendment Act of 2021 (passed by the Council on December 7, 2021). During testimony and in agency responses, DMV noted it was in discussion with the vendor community and participating in standards and guidelines talks with the American Association of Motor Vehicle Administrators (AAMVA).

- a. What is the status of these discussions?
- b. What is the timeline for the rollout of these new electronic forms of identification?
- c. What kind of public education will DMV be doing regarding the new program? When will that outreach begin?
- d. Will DMV be undertaking any training for MPD, Metro Police, DPW, and other enforcement entities on the new electronic forms of identification?

**Response:** The DMV completed the RFI solicitation for a Mobile Credential on April 28, 2023. The agency received six responses to the solicitation. Once funding is identified, the DMV will continue the process of implementation, including public outreach and coordination with partner agencies.

69. Please provide the number and nature of reasonable accommodations requests made in FY22, FY23, and FY24 to date, specifying for each request what the reasonable accommodation was for and whether the request was approved or denied. What is the prescribed procedure for requesting reasonable accommodations for all DMV services?

**Response:** Please see below stats for ADA Requests for FY 22, FY 23, and FY 24.

**Approved Requests:**

**FY 22**

- Driver Knowledge Test: Written Test, Reader, Additional Time: 73
- Driver Knowledge Test: Written Test, Reader, Additional Time, Enhanced Quiet Space: 6
- Driver Knowledge Test: Computer Assistance: 1
- ASL Interpreter Intake/Exit Process: 10
- Non-Driver ID /Renewal/ Disability Placard:5
- Non-Driver / Disability Placard:1
- Computer Assistance: 1
- Real ID Card: 1
- In-person Appointment for Replacement Tags/renewal Tags or Replacement ID: 5
- Mobile ID (Customer Mail-in documents to Driver Services: 2
- Driving School Assistance w/ third party vendor: 2
- Wheelchair Assistance: 3
- Request for DC DMV Driver Manual: 2
- On-line Replacement ID, talk customer through process: 1

**FY 23**

- Driver Knowledge Test: Written Test, Reader, Additional Time: 55
- Driver Knowledge Test: Written Test, Reader, Additional Time, Enhanced Quiet Space: 4
- ASL Interpreter Intake/Exit Process: 16

**FY 24**

- Driver Knowledge Test: Written Test, Reader, Additional Time: 6
- ASL Interpreter Intake/Exit Process: 6

**Denied Requests:**

- FY 22 - Customer request that DMV gets DPW to stop issuing tickets. Agency ADA Coordinator reached out to DPW ADA Coordinator regarding customer's issue. Also referred Customer to DPW's Agency ADA Coordinator
- FY 22 - Outside Group Service made a request for DMV provide transportation services to individuals with disabilities needing DMV services (i.e., ID Cards).

70. Please provide the number of limited purpose credentials issued (by month) for FY23 and FY24 to date, broken down by whether the credential is a limited purpose identification card or limited purpose driver's license.

**Response:** See table below.

<b>Limited Purpose</b>		
	<b>Driver Licenses</b>	<b>Identification Cards</b>
<b>FY2023</b>		
October	219	94
November	181	119
December	183	76
January	229	120
February	211	99
March	218	132
April	214	114
May	185	96
June	233	112
July	236	111
August	223	100
September	188	111
<b>FY23 Total</b>	<b>2,520</b>	<b>1,284</b>
<b>FY24</b>		
October	195	91
November	156	89
December	158	85
<b>FY24 Total</b>	<b>519</b>	<b>271</b>
<b>Total FY23 – FY24</b>	<b>3,039</b>	<b>1,555</b>

- a. When a resident applies for an LPC while waiting for issuance or renewal of a Green Card, which would allow the applicant to later apply for a REAL ID, for what duration does DMV provide an LPC? Does DMV ensure that the expiration date of the LPC provided in this circumstance matches the expected date of resolution of the applicant’s Green Card application?

**Response:** Limited Purpose credentials are valid up to 8 years and proof of lawful presence is not required; however, the credential does have specific requirements for proof of Identity, proof of Social Security Number Ineligibility, proof of 6-months District of Columbia Residency, and proof of current District of Columbia Residency.

71. How many vehicles were titled/registered in the District in FY 2023 and FY 2024 to date?

**Response:** 62,657

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2023 and FY 2024 to date.

**Response:** See table below.

Item Type FY23	Total
2018 STANLEY CUP CHAMPIONS TAGS	14
2019 WOMENS NATIONAL BASKETBALL ASSOCIATION CHAMP	3
ALPHA KAPPA ALPHA TAGS	6
ALPHA PHI ALPHA FRATERNITY TAGS	2
ANACOSTIA RIVER COMMEMORATIVE TAGS	372
AUTOCYCLE TAGS	3
BICYCLE AWARENESS TAGS	121
BLUE KNIGHTS TAGS	1
BREAST CANCER AWARENESS TAGS	75
BUS TAGS	389
CLERGY TAGS	3
COMMERCIAL TAGS	623
DC GOVT TAGS	851
DC LODGE TAGS	10
D.C. WOMEN VETERANS SPECIALTY TAG	7
DEALER TAGS	292
DELTA SIGMA THETA TAGS	4
DISABILITY MOTORCYCLE TAGS	1
DISABILITY TAGS	297
DISABLED AMERICAN VETERAN TAGS	61
DISABLED VETERAN TAGS	28
DONATE A LIFE TAGS	5
FIRE FIGHTER TAGS	18
HISTORICAL TAGS	183
HOWARD UNIVERSITY	1
KAPPA ALPHA PSI FRATERNITY	3
LIMOUSINE TAGS	28
LOW TAGS	64
MASONIC FOUNDATION OF WASHINGTON DC	1
MOTORCYCLE TAGS	676
MOTORCYCLE TEMPORARY TAGS	9
MOTOR DRIVEN CYCLE TAGS	101
NON-EXP INSPECTION STICKER	3132
NORFOLK STATE UNIVERSITY	1

OFFICE OF VETERANS AFFAIRS TAGS	21
OMEGA PSI PHI TAGS	1
PERSONALIZED TAGS	754
PORSCHE CLUB OF AMERICA	1
RENTAL TAGS	652
STANDARD TAGS	50194
TAXI TAGS	114
TEAMSTERS UNION TAGS	1
TEMPORARY TAGS	2966
THE GEORGE WASHINGTON UNIVERSITY	1
TRAILER TAGS	177
UNITED STATES AIR FORCE VETERAN TAGS	17
UNITED STATES ARMY VETERAN TAGS	51
UNITED STATES COAST GUARD VETERAN TAGS	4
UNITED STATES MARINE VETERAN TAGS	16
UNITED STATES NAVY VETERAN TAGS	17
UNIVERSITY OF MICHIGAN	1
UNIVERSITY OF MISSISSIPPI	4
VETERANS OF FOREIGN WARS OF US	1
WASHINGTON CAPITALS TAGS	16
WASHINGTON MYSTICS	11
WASHINGTON NATIONALS	145
WHITE STARS TAGS	1
WILLIAM & MARY TAGS	4
WWW TAGS	102
<b>Total</b>	<b>62657</b>

- Please provide the total number of hybrid, electric, and alternative fuel vehicles currently registered in the District and the number newly registered in FY 2023 and FY 2024 to date. Of these, please indicate how many belong to the District government.

**Response:** See tables below.

FY23 All Registered Categories:

ELECTRIC	2765
FLEXIBLE FUEL	1927
HYBRID	4198

FY23 Government Fleet (Hybrid):

ELECTRIC	166
FLEXIBLE FUEL	27
HYBRID	96



FY24 All Registered Categories:

ELECTRIC	696
FLEXIBLE FUEL	431
HYBRID	1103

FY24 Government Fleet (Hybrid)

ELECTRIC	2
FLEXIBLE FUEL	14
HYBRID	16

72. Please provide the number of active “H” tags and “L” tags in FY 2023 and FY 2024 to date.

- e. Please provide the total number of “H” tags and “L” tags issued (excluding renewals) in FY 2023 and FY 2024 to date.

**Response:** See table below.

	FY23	FY24
H TAGS	114	37
L TAGS	28	7

73. In July 2023, news reports and resident outreach to the Committee noted that the DMV’s online services were down for close to 48-72 hours. Please identify specific lengths of time that DMV’s website has been down, including dates, times, and recovery timeframes.

**Response:** On July 15<sup>th</sup>, 2023, DMV shut down its system to introduce a new Driver License and Identification Card system. This system went live on July 17<sup>th</sup>, 2023. Due to the comprehensiveness of the entire system, including interfaces with multiple agencies, it was imperative that we take the entire system down, make the changes, test, and then go live with the new system. We successfully completed this change and went live with the new system on July 17<sup>th</sup>, 2023.

74. 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, accordingly, customers can expect longer wait times.

The table below provides additional information for FY23 and FY24 to date:

<b>Location</b>	<b>Avg Wait Time</b>	<b>Longest Wait Time</b>	<b>Shortest Wait Time</b>
Inspection Station	13 minutes	24 minutes	4 minutes
		Tues at 12 pm	Sat at 11am
Georgetown Service Center	8 minutes	13 minutes	4 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Benning Ridge Service Center	4 minutes	6 minutes	3 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
Rhode Island Service Center	18 minutes	26 minutes	11 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Southwest Service Center	19 minutes	24 minutes	11 minutes

75. In FY 2023, 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 status of vendor discussions regarding this program? In FY23, DMV acknowledged engaging a vendor to begin design and customization options, marketing, and other implementation steps to administer and maintain the kiosk system. Please provide a comprehensive update on the status of this program, including the estimated start date for these kiosks.

**Response:** DMV completed market research so that the agency can release a solicitation through the Office of Contracting and Procurement (OCP). However, the agency will need to identify funding to move this program forward.

- b. Does DMV anticipate a staggered rollout for these new kiosks? Please provide a projected deployment schedule for the new kiosks over the next four years, including the number and ward location per year.

**Response:** DMV does anticipate a staggered rollout for these new kiosks. DMV cannot presently provide a date or time in which the first kiosk would launch.

76. Please provide the current status of all capital projects funded in the FY 2023-2028 Capital Improvements Plan. Please also provide the timeline for the expected completion date of these projects.

- a. What new strategies did DMV implement in FY 2023 and FY 2024 to date to expedite the completion of these projects?

**Response:**

1. For Destiny Modernization Project – Through coordination with OCTO, DMV ramped up its staff augmentation for this project. By enhancing the temporary staff allocated to this project, DMV made significant strides on the project, and we estimate that we will meet the anticipated launch date of September 2025.
  2. For Ticket Processing Project – DMV continues to work with OCP to get this project completed. OCP had cancelled the previous RFP process as there was only 1 bidder. We are working with OCP to get this project finalized.
- b. Please provide a comprehensive update on completing the Self-Service Emission Kiosk Testing Program, funded in FY 2023, and DMV acknowledged would be completed by September 30, 2023.

**Response:** DMV installed one kiosk in Ward 7, one Kiosk in Ward 8. The kiosk in Ward 8 is pending an opening date, and the kiosk in Ward 7 will need to be relocated.

- c. The Committee understands that the site originally chosen for the Self-Service Kiosk in Ward 7 or 8 was determined to be on National Park Service land and not allowed. Has DMV identified a new location?

**Response:** DMV is currently working with DPR on identifying a new location for the OBD Inspection Self-Service Kiosk.

77. Please provide a status update on the Request for Proposals (RFP) for the modernization of the Ticket Processing System. Has an award been issued and made public, as DMV indicated in the RFP for the last quarter of 2022 and noted was still pending as of February 2023?

**Response:** No, an award has not been issued. One response to the RFP was submitted by the incumbent. DMV and OCP worked with the Georgetown Firm to formulate and release a RFI in 2021. Subsequently, on behalf of DMV, OCP issued the final RFP on May 2, 2022. Upon receipt of the proposal, the Contracting Officer identified an evaluation panel composed of four District employees knowledgeable about the requirements: three subject matter experts from the DMV and one subject matter expert from the Office of the Chief Technology Officer. The Contracting Officer convened the initial TEP meeting on May 25, 2022; shared instructions for evaluating proposals, and Non-Disclosure and Conflict of Interest forms were provided at the initial meeting. The TEP returned the completed and signed Non-Disclosure and Conflict of interest forms on May 10, 2022. The TEP completed their individual evaluations on July 12, 2022, and their consensus evaluation and ratings in August

2022. On January 3, 2023, the Contracting Officer issued a Best and Final Offer (BAFO) to respond to clarification questions. The prospective vendor submitted their proposal to allow the vendor to address weaknesses in their proposal. On January 31, 2023, the vendor submitted their response to the BAFO. The TEP completed a follow-up independent evaluation on February 23, 2023, and made their consensus evaluation and rating on February 24, 2023. In November 2023, DMV was made aware of OCP's decision not to move forward with the award. OCP is in the process of exploring the next steps for a multi-year contract for this initiative.

- a. What, if any, challenges have DMV faced as a result of this modernization lagging behind schedule?

**Response:** DMV's challenge is getting a responsive vendor to adhere to the established requirements per OCPs standards & provisions.

78. Please provide the number of Residential Parking Permit (RPP) participants for FY 2023 and FY 2024 to date.

**Response:** See table below.

	FY23	FY24
RPP	123,170	120,747

- a. How does DMV handle the registration and verification process for vehicles applying for the RPP program to ensure applicants are not paying for vehicles formerly registered at a given address? Are slots checked and canceled at the expiration date of a permit?

**Response:** The RPP program should cancel the slots when vehicles surrender tags or update their address. However, DMV has identified a few programming issues and have taken corrective actions to remedy those concerns. The agency continues to monitor the program and will address concerns expeditiously.

79. At an October 2021 hearing by the Committee on the DMV's appointment backlog, the Director stated that he was working to create a way to take the driver knowledge test online. Has this online test been developed and implemented? If not, when will this new online test be made available?

**Response:** Yes, the online test is available.

80. The FY 2024 budget included funding for a number of new automated traffic enforcement cameras. How many additional staffing hours per month has DMV incurred as a result of additional cameras being

installed, and how many additional staffing hours does DMV estimate it will incur once all of the new cameras are installed? How many new staff?

**Response:** The deployment of new ATE cameras was delayed. Tickets issued from the Clear Lanes Enforcement (cameras mounted on Metro buses) did not begin until November 2023. We anticipate the impact on hearing requests to start early March 2024. DMV is actively recruiting 26 hearing examiners, and 12 examiners were onboarded in January of 2024. Additionally, the agency does not track implementation by staff hours.

81. Please provide a full list of all motor vehicle identification tags in design or production, including the “Protect Wildlife” and “We Demand Statehood” license plates, indicating when the plate will be completed and, if not currently in process, why it is not.

**Response:**

- Washington Wizards - Anticipated release: May 2024.
  - LGBTQ - Working with the Mayor’s Office of LGBTQ Affairs to design the plate.
  - We Demand Statehood - Pending executive approval.
  - Protect Wildlife - Pending tag design.
- a. What is the status of recently approved new license plates for the Washington Wizards and LGBTQ Pride?

**Response:** See the response above.

82. In a February 17, 2021, letter, DMV said it planned to spearhead an inter-agency review of the Registration of Out of State Vehicles (ROSA) with DPW and DDOT. What is the status of that review? What steps have been taken to implement new guidelines.

**Response:** In the 1st quarter of FY2023, a meeting was held with staff from DPW, MPD and DDOT to review the Registration of Out of State Automobiles (ROSA) process and determine whether it was viable as a long-term strategy for the District of Columbia to increase vehicle registration. The group considered the efforts of the two agencies involved in the ROSA process, the revenue collected from the, as well as any possible legislation that could replace ROSA and bolster vehicle registration.

The DC Department of Public Works issues warnings or tickets to vehicles with out- of-state (OOS) license plates that are essentially parked overnight (11:00 PM- 7:00 AM) that have been observed parked in a residential area for more than 15 days. In response to a ROSA warning or a ticket, the vehicle owner can request an exemption from enforcement because the vehicle owner resides in another jurisdiction which has been

documented by their current utility bill and registration. However, if the individual is a DC resident with a vehicle registered in another jurisdiction, the vehicle should be registered in DC.

DC DMV is unable to correlate the issuance of tickets to the registration of out of state vehicles. In an attempt to gather more information, Director Robinson reached out to the Maryland Vehicle Administration to ask if DC DMV could provide a list of VIN numbers of newly registration vehicles to see if they had been registered in that jurisdiction. The agency was unable to comply with the request citing privacy concerns. Without that information from Maryland or Virginia DMVs there is no reliable way to determine if ROSA enforcement has the desired effect.

In summary, ROSA enforcement is a significant revenue stream for the District, and it does promote the registration of OOS.

**83.** In October 2022, vehicle registration fees increased for passenger vehicles that weigh over 3,500 lbs. Please provide the number of vehicles registered in each passenger class I, II, and III, as well as any passenger vehicles weighing 6,000 lbs. or more, in FY 2021, 2022, 2023, and 2024, to date. For each category, please also list the number of vehicles that were issued disability vehicles tags.

**Response:** See tables below.

VEHICLES REGISTERED						
Vehicle Type	Class	Weight Range (lbs)	FY21	FY22	FY23	FY24
Passenger	Class I	<= 3499	29,496	26,918	22,518	5,245
Passenger	Class II	3500 - 4999	29,424	27,069	24,772	6,071
Passenger	Class III	5000 - 5999	2,774	2,491	2,436	666
Passenger	Class IV	>= 6000	307	311	369	110
DISABILITY VEHICLE TAGS						
Vehicle Type	Class	Weight Range (lbs)	FY21	FY22	FY23	FY24
Passenger	Class I	<= 3499	187	236	310	91
Passenger	Class II	3500 - 4999	217	301	378	114
Passenger	Class III	5000 - 5999	27	28	34	11
Passenger	Class IV	>= 6000	4	1	6	1

*Automatic Voter Registration Administration*

84. Please provide an update on DMV’s ability to transmit automatic voter registration data to the Board of Elections (“BOE”) or interruptions in data that BOE needs to participate in any systems or databases related to voter registration, during Fiscal Year 2023 or 2024, to date? If yes, please provide the date, duration, and reason for any such instance, as well as any action that DMV took to remedy the delay.

**Response:** DMV currently transmits the required data to BOE and there have been no issues with the transmission of data in FY 23 or FY 24 to date.

*Updates on DUI Program*

85. Please provide the Committee with an update on the agency’s review of DUI convictions transmitted by the Superior Court, that DMV began after it determined that there had been miscommunication between DMV and the Court for a period of time.

**Response:** The DC Superior Court sends notice of convictions electronically only. DC DMV and the DC Superior Court use a long-established, secure data transfer process between servers to communicate court orders on driver license suspensions and revocations. This process relies on a very specific file naming standard so that information is correctly submitted, received, and processed by DC DMV. This standard was established and agreed to more than 16 years ago, in March 2007, by DC DMV and DC Superior Court.

DC DMV learned that DC Superior Court sent files in an incorrect naming format. Those files were not processed by DC DMV and the necessary convictions were not placed on individuals’ driver records and appropriate actions were not taken regarding license suspensions and revocations. Discussions between DC DMV and DC Superior Court regarding the file naming issues were successful. DC Superior Court confirmed they resolved the file naming issue. DC DMV implemented an action plan to prevent the file naming issue from happening in the future.

DC DMV obtained data files from DC Superior Court from January 1, 2008, through May 31, 2023. There are 33,058 files that DC DMV must review to determine the scope of the impacted population. The review and actions are not complete.

- a. What length of time does the DMV’s review of cases cover?

**Response:** January 1, 2008, through May 31, 2023.

Is the review complete?

**Response:** Not Complete.

If not, how many months of cases has DMV reviewed?

**Response:** DMV is not counting case load by the month. However, there are 33,058 files that DC DMV must review to determine the scope of the impacted population.

- b. How many convictions has DMV identified through this review that did not result in a license suspension but should have?

**Response:** Pending.

What actions has DMV taken in response to these discoveries?

**Response:** DC DMV has been working with DC Superior Court and the Office of the Attorney General to update the charge code conviction mapping document so that if a record must be entered during the review process the record will be entered and processed correctly.

DC DMV is committed to ensuring that the conviction data is correctly shared among DC DMV and the DC Superior Court, and DC DMV recognizes the importance of processing data in a timely fashion. DC DMV has worked on and will continue working on improvements to the conviction data process. This includes enhanced monitoring of the files being transmitted, daily digital communication, digital file handshake, and direct communication between DC DMV and the DC Superior Court business process owners if a file naming issue occurs.

86. In responses to the Committee ahead of a November 1, 2023, hearing on several traffic enforcement bills, DMV noted that it had recently identified 335 drivers “that are required to enroll in the” ignition interlock program and that “[d]rivers are being notified of the requirement to enroll and are in various stages of the enrollment process.”

- a. How many of those drivers have been notified?

**Response:** 335 drivers have been notified.

- b. How many of those 335 drivers have subsequently enrolled in the ignition interlock program?



**Response:** 37 drivers have been enrolled in the ignition interlock program.

- c. How many of those 335 drivers who have been notified requested a hearing challenging the requirement to enroll in the ignition interlock program?

**Response:** Of those 335 drivers, 0 drivers requested a hearing challenging the requirement to enroll in the ignition interlock program.

What was the outcome of those hearings?

**Response:** N/A

- d. How many of the 335 drivers who have been notified are currently not enrolled in the ignition interlock program?

**Response:** Of those 335 drivers, 298 drivers have not enrolled in the ignition interlock program.

What is the reason that each driver is not currently enrolled after having been notified of the requirement?

**Response:** There are various reasons why drivers are not currently enrolled in the ignition interlock program. For instance, drivers may no longer reside in DC, no longer have a vehicle, or are in the enrollment process. Additionally, there are drivers who have not responded to the notice requiring ignition interlock program enrollment.

- e. How many total drivers are currently enrolled in the ignition interlock program? Please break down this response by length of time each driver was originally required to be enrolled.

**Response:** 48 drivers are currently enrolled in the ignition interlock program. 37 drivers are enrolled for 6 months, eight are enrolled for 1 year, and three are enrolled for 2 years.

87. Does the agency operate any passenger vehicles of the District's fleet of electric vehicles? If so, what is the number of those vehicles?

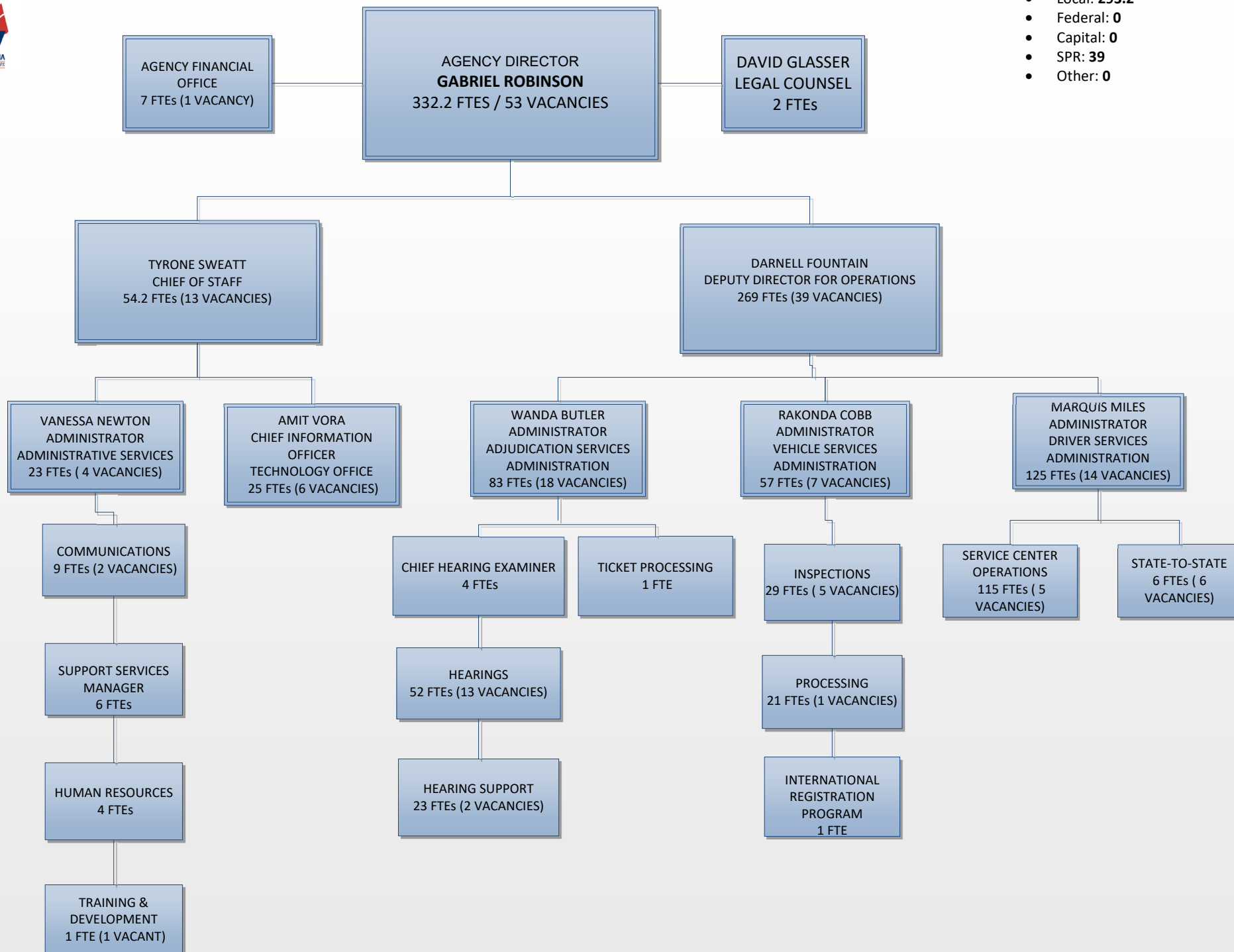
**Response:** None

# FY 2024 DEPARTMENT OF MOTOR VEHICLES Organizational Chart



## FTEs by Funding Source

- Local: **293.2**
- Federal: **0**
- Capital: **0**
- SPR: **39**
- Other: **0**



Position Number	Title	Name	Emplid	Empl Rcd	Hire Date	Vacant Status	Days Vacant	Federal or Local Laws	Continuing/Term/Temporary	Job Series	Grade	Step	Salary	Fringe	Program Code	Department Name	FTE
00004620	Legal Instrument Examiner (DMV)	Berry,Aliya	00082903	0	8/25/2014	F		No	Continuing	963	9	3	64204	80704.428	Hearing Support	Adjudication Services	1
00004670	Lead Legal Instrum. Exam (DMV)	Massey,Shirley T	00018588	0	7/28/2003	F		No	Continuing	963	10	8	81065	101898.705	Hearing Support	Adjudication Services	1
00006892	Legal Instrument Examiner (DMV)	Sanders,Kirby R.	000180798	0	6/24/2019	F		No	Continuing	963	9	2	62276	78280.932	Hearing Support	Adjudication Services	1
00007669	Legal Instrument Examiner (DMV)	Macias,Dulce Angelica	00024190	0	2/3/1997	F		No	Continuing	963	9	10	77770	97756.89	Hearing Support	Adjudication Services	1
00009555	Hearing Support Manager	Pope,Jonathan	00004972	0	5/24/2010	F		No	Continuing	963	13	0	99513	125087.841	Hearing Support	Adjudication Services	1
00014261	Legal Instrument Examiner (DMV)	HYDE,CHINA	00127412	0	2/13/2023	F		No	Continuing	963	9	1	60348	75857.436	Hearing Support	Adjudication Services	1
00015424	Legal Instrument Examiner (DMV)	Smith Godfrey,Tonya L.	00026632	0	5/26/1998	F		No	Continuing	963	9	10	77770	97756.89	Hearing Support	Adjudication Services	1
00015839	Supv Legal Instrument Examiner	Sewell,Tanika A	00034393	0	1/8/2007	F		No	Continuing	963	11	0	84333	106006.581	Hearing Support	Adjudication Services	1
00016017	Legal Instrument Examiner (DMV)	Smith,Dawn	00019185	0	6/26/2017	F		No	Continuing	963	9	2	62276	78280.932	Hearing Support	Adjudication Services	1
00016925	LEGAL INSTRUMENTS EXAMINER	Robinson,Joy	00131873	0	10/10/2023	F		No	Continuing	963	9	1	60348	75857.436	Hearing Support	Adjudication Services	1
00018156	Legal Instrument Examiner (DMV)	Young Jr.,Charles M	00018295	0	10/22/1999	F		No	Continuing	963	9	10	77770	97756.89	Hearing Support	Adjudication Services	1
00020920	Supv Legal Instrument Examiner	Coyov,Paula I	00044187	0	3/16/2009	F		No	Continuing	963	11	0	84333.63	106007.3729	Hearing Support	Adjudication Services	1
00021545	Lead Legal Instrum. Exam (DMV)	Campbell-Perkins,Kimberly J	00021698	0	8/27/1990	F		No	Continuing	963	10	10	85311	107235.927	Hearing Support	Adjudication Services	1
00022258	Management Analyst	Cade,Carole Shelton	00026964	0	11/20/2023	F		No	Term	343	13	10	119916	150734.412	Hearing Support	Adjudication Services	1
00023882	Staff Assistant	VACANT				V	32	No	Continuing	301	11	1	65285	82063.245	Hearing Support	Adjudication Services	1
00024018	Legal Instrument Examiner (DMV)	Ford,Karlotta	00084336	0	12/15/2014	F		No	Continuing	963	9	3	64204	80704.428	Hearing Support	Adjudication Services	1
00024228	Legal Instrument Examiner (DMV)	Williams,Kraig R	00100298	0	10/16/2017	F		No	Continuing	963	9	2	62276	78280.932	Hearing Support	Adjudication Services	1
00026454	Legal Instrument Examiner (DMV)	Hardy,Gloria A	00014545	0	3/10/2003	F		No	Continuing	963	9	9	75772	95245.404	Hearing Support	Adjudication Services	1
00027018	Legal Instrument Examiner (DMV)	Hellams,Delante A	00027194	0	4/21/2003	F		No	Continuing	963	9	9	75772	95245.404	Hearing Support	Adjudication Services	1
00031426	Legal Instrument Examiner (DMV)	Kidwell,Carleshia	00125759	0	2/27/2023	F		No	Continuing	963	9	1	60348	75857.436	Hearing Support	Adjudication Services	1
00031459	Legal Instrument Examiner (DMV)	Johnson,Rachelle A	00100310	0	10/16/2017	F		No	Continuing	963	9	2	62276	78280.932	Hearing Support	Adjudication Services	1
00082439	Legal Instrument Examiner (DMV)	Tann,Erica M.	00080295	0	3/24/2014	F		No	Continuing	963	9	3	64204	80704.428	Hearing Support	Adjudication Services	1
00112117	LEGAL INSTRUMENT EXAMINER	VACANT				V	134	No	Continuing	963	9	0	60348	75857.436	Hearing Support	Adjudication Services	1
00000700	HEARING EXAMINER	Warren Ali,Valerie	00000716	0	8/25/1997	F		No	Continuing	930	13	10	133558	167882.406	Hearings	Adjudication Services	1
00002750	Hearing Examiner	VACANT				V	132	No	Continuing	930	12	0	87339	109785.123	Hearings	Adjudication Services	1
00003497	HEARING EXAMINER	VACANT				V	42	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00004241	HEARING EXAMINER	Boyd,Sharon Grace	00037306	0	11/13/2007	F		No	Continuing	930	13	10	133558	167882.406	Hearings	Adjudication Services	1
00007910	HEARING EXAMINER	Roshell,Alicia A.	00039752	0	9/11/2008	F		No	Continuing	930	13	10	133558	167882.406	Hearings	Adjudication Services	1
00008344	HEARING EXAMINER	Thompson,Dakarai D.	00037447	0	3/7/2016	F		No	Continuing	930	13	6	120266	151174.362	Hearings	Adjudication Services	1
00008824	HEARING EXAMINER	Lawson,Stephen J	00008927	0	4/8/2002	F		No	Continuing	930	13	10	133558	167882.406	Hearings	Adjudication Services	1
00009834	Appeals Board Member	Banks,Wyndell O	00083707	0	9/19/2016	F		No	Term	301	14	3	58522.5	73562.7825	Hearings	Adjudication Services	0.5
00010712	Staff Assistant	Spencer,Jacqueline	00119036	0	6/28/2022	F		No	Continuing	301	11	1	65285	82063.245	Hearings	Adjudication Services	1
00011713	HEARING EXAMINER	Williams,Wanda	00090168	0	2/8/2016	F		No	Continuing	930	13	6	120266	151174.362	Hearings	Adjudication Services	1
00012316	HEARING EXAMINER	Horsley,Bashan W	00084306	0	12/15/2014	F		No	Continuing	930	13	6	120266	151174.362	Hearings	Adjudication Services	1
00013665	HEARING EXAMINER	Boone,Emma M	00064085	0	10/7/2013	F		No	Continuing	930	13	8	126912	159528.384	Hearings	Adjudication Services	1
00015013	Supervisory Hearing Examiner	Jackson,Tracey G.	00090063	0	1/28/2019	F		No	Continuing	930	14	0	131000	164667	Hearings	Adjudication Services	1
00017321	Adjudication Services Administ	Butler,Wanda F	00017448	0	7/11/1994	F		No	Continuing	930	16	0	164863.6	207233.4949	Hearings	Adjudication Services	1
00019753	Hearing Examiner	James,Gerard Uriah	00121494	0	3/14/2022	F		No	Continuing	930	13	1	100630	126491.91	Hearings	Adjudication Services	1
00020770	Chief Hearing Examiner	Claytor,Cassandra P	00001918	0	10/31/1994	F		No	Continuing	930	15	0	157554.6	198046.1322	Hearings	Adjudication Services	1
00022136	HEARING EXAMINER	Walton,Gina	00022288	0	8/18/1995	F		No	Continuing	930	13	10	129671	162996.447	Hearings	Adjudication Services	1
00023529	Hearing Examiner	Ruffin,Marvin G	00008010	0	9/26/2011	F		No	Continuing	930	12	5	98188	123422.316	Hearings	Adjudication Services	1
00023611	Appeals Board Member	Matthews,Desiree Vanita	00002475	0	7/19/2021	F		No	Term	301	14	3	58522.5	73562.7825	Hearings	Adjudication Services	0.5
00024269	Hearing Examiner	Favorite,Lakisha D	00113613	0	11/22/2021	F		No	Continuing	930	13	4	110311	138660.927	Hearings	Adjudication Services	1
00025051	Hearing Examiner	Wilfom,Deon R.	00111239	0	10/15/2019	F		No	Continuing	930	13	1	100630	126491.91	Hearings	Adjudication Services	1
00026218	HEARING EXAMINER	Harris,Mark M	00026390	0	4/5/1993	F		No	Continuing	930	13	10	129671	162996.447	Hearings	Adjudication Services	1
00026493	HEARING EXAMINER	Dansby,Tonia M	00026671	0	9/22/2003	F		No	Continuing	930	13	10	129671	162996.447	Hearings	Adjudication Services	1
00031438	HEARING EXAMINER	Davis,Joseph	00099302	0	8/21/2017	F		No	Continuing	930	13	5	113537	142716.009	Hearings	Adjudication Services	1
00031473	Hearing Examiner	Mills,Scott	00132274	0	11/6/2023	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00031474	Supervisory Hearing Examiner	Davis,Remigia C	00044184	0	3/16/2009	F		No	Continuing	930	14	0	135576.2	170419.2206	Hearings	Adjudication Services	1
00075103	HEARING EXAMINER	Neloms,Roxanne D.	00068179	0	4/9/2012	F		No	Continuing	930	13	10	133558	167882.406	Hearings	Adjudication Services	1
00082411	Hearing Examiner	THOMPSON,MARSHA M	00033549	0	10/16/2006	F		No	Continuing	930	13	5	116943	146997.351	Hearings	Adjudication Services	1
00082412	HEARING EXAMINER	Best,David D.	00080418	0	4/7/2014	F		No	Continuing	930	13	7	123589	155351.373	Hearings	Adjudication Services	1
00112072	Hearing Examiner	Forde,Effie	00084050	0	11/12/2014	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112073	Hearing Examiner	Jenkins,Kevin	00133410	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112074	Hearing Examiner	JONES,NATALIE	00122573	0	6/6/2022	F		No	Continuing	930	13	2	106974	134466.318	Hearings	Adjudication Services	1
00112075	Hearing Examiner	Barr,Christopher	00133406	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112076	Hearing Examiner	Paul,Candace	00133400	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112077	Hearing Examiner	Bailey,Dwight Anthony	00133399	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112078	Hearing Examiner	Garcia,Kelvin	00040544	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112079	Hearing Examiner	Kinsey,Chanda	00133404	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112080	Hearing Examiner	McCants,Kevin	00133411	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112081	Hearing Examiner	Felker,Christine	00133405	0	1/29/2024	F		No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112082	Hearing Examiner	Cavaleri,Jorma	00133408	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112083	Hearing Examiner	Jones,Tonee L.	00104879	0	1/29/2024	F		No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112084	Hearing Examiner	VACANT				V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112085	Hearing Examiner	Williams, Steven D	00133592	2/12/2024	F			No	Continuing	930	13	1	103651	130289.307	Hearings	Adjudication Services	1
00112086	Hearing Examiner	Prioleau, Ebony	00133591	2/12/2024	F			No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112087	Hearing Examiner	Collier, Thomas C		2/12/2024	F			No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112088	Hearing Examiner	VACANT				V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112089	Hearing Examiner	VACANT				V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112090	Hearing Examiner	VACANT				V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112091	Hearing Examiner	VACANT				V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112092	Hearing Examiner	VACANT				V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1

00112093	Hearing Examiner	VACANT			V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112094	Hearing Examiner	VACANT			V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112095	Hearing Examiner	VACANT			V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112096	Hearing Examiner	VACANT			V	134	No	Continuing	930	13	0	103651	130289.307	Hearings	Adjudication Services	1
00112097	Hearing Examiner	VACANT			V	134	No	Continuing	930	12	0	89958	113077.206	Hearings	Adjudication Services	1
00112098	Supervisory Hearing Examiner	Jones,Catrina M	00023643	0	9/11/2023	F	No	Continuing	930	14	0	131000	164667	Hearings	Adjudication Services	1
00112099	Supervisory Hearing Examiner	Amare,Genet	00060816	0	9/24/2012	F	No	Continuing	930	14	0	131000	164667	Hearings	Adjudication Services	1
00112100	Appeals Board Member	VACANT			V	134	No	Continuing	301	14	0	109999	138268.743	Hearings	Adjudication Services	0.5
00112101	Appeals Board Member	VACANT			V	134	No	Continuing	301	14	0	109999	138268.743	Hearings	Adjudication Services	0.5
00112107	Management Analyst	VACANT			V	134	No	Continuing	343	13	0	93069	116987.733	Hearings	Adjudication Services	1
00112109	Staff Assistant	VACANT			V	134	No	Continuing	301	11	0	65285	82063.245	Hearings	Adjudication Services	1
00002935	QUALITY PGM OFFICER	Campbell-Tate,Karen	00099277	0	8/21/2017	F	No	Continuing	1101	14	8	134661	169268.877	Ticket Processing	Adjudication Services	1
00040049	REVENUE OFFICER	Keenon,Beverly	00026154	0	7/28/1988	F	No	Continuing	512	12	10	115093	144671.901	Accounting Operations	Agency Financial Operations	1
00040059	ACCOUNTING TECH	Telesford,Kayla Symone	00129858	0	7/17/2023	F	No	Continuing	525	8	9	68846	86539.422	Accounting Operations	Agency Financial Operations	1
00040060	ACCOUNTING TECH	Jackson,Demetria R	00097700	0	5/30/2017	F	No	Continuing	525	8	8	67099	84343.443	Accounting Operations	Agency Financial Operations	1
00040061	ACCOUNTING TECH	Batie,Tatiana	00090917	0	5/2/2016	F	No	Continuing	525	8	10	70595	88737.915	Accounting Operations	Agency Financial Operations	1
00087662	BUDGET ANALYST	VACANT			V	134	No	Continuing	525	8	1	53263	66951.591	Accounting Operations	Agency Financial Operations	1
00033764	AGENCY FISCAL OFFICER	Pleasant,Ronald J	00044430	0	4/13/2009	F	No	Continuing	501	15	6	166861	209744.277	Budget Operations	Agency Financial Operations	1
00040062	Budget Officer	Richardson,Shaniqua A	00014788	0	12/7/1998	F	No	Continuing	505	13	8	126912	159528.384	Budget Operations	Agency Financial Operations	1
00007513	Assoc Dir for Admn Svcs	Bernard,Vanessa E	00014076	0	6/3/2002	F	No	Continuing	301	15	0	139731.4	175642.3824	Agency Management	Agency Management	1
00010091	Chief of Staff	Sweatt,Tyrone A	00067366	0	12/5/2011	F	No	Continuing	301	16	0	166430	209202.51	Agency Management	Agency Management	1
00010922	Investigator	VACANT			V	15	No	Continuing	1810	12	1	80784	101545.488	Agency Management	Agency Management	1
00011902	SUPERVISOR TRIAL ATTORNEY	Glasser,David M	00034509	0	1/22/2007	F	No	Continuing	905	2	0	181256.9	227839.9484	Agency Management	Agency Management	1
00012046	Director	Robinson,Gabriel T	00028403	0	2/7/2005	F	No	Continuing	301	E4	0	200769.3	252366.9598	Agency Management	Agency Management	1
00015900	Investigator	VACANT			V	32	No	Continuing	1810	12	0	80784	101545.488	Agency Management	Agency Management	1
00016268	Executive Assistant	Pinnix,Jeanette L	00022768	0	12/7/1992	F	No	Continuing	301	13	5	105001	131986.257	Agency Management	Agency Management	1
00017922	Staff Assistant	VACANT			V	144	No	Continuing	301	11	2	55915	70285.155	Agency Management	Agency Management	1
00020167	Management Analyst	Underwood,Kelly Michelle	00043533	0	12/22/2008	F	No	Continuing	343	13	7	110967	139485.519	Agency Management	Agency Management	1
00026058	Support Services Assistant	Brighthart,Angela D	00027276	0	4/29/2002	F	No	Continuing	324	7	10	58880	74012.16	Agency Management	Agency Management	1
00027099	Support Services Assistant	Branch,Kevin	00089513	0	11/30/2015	F	No	Continuing	342	8	6	57108	71784.756	Agency Management	Agency Management	1
00027368	Support Services Assistant	Parker,Lamont Anthony	00028252	0	5/24/2021	F	No	Continuing	342	7	3	47975	60304.575	Agency Management	Agency Management	1
00031413	Management Analyst	Stanley,Cherice Y	00037178	0	10/29/2007	F	No	Continuing	343	14	9	138184	173697.288	Agency Management	Agency Management	1
00031425	Support Services Assistant	Golson,Gabriel X	00102171	0	3/5/2018	F	No	Continuing	342	7	6	52648	66178.536	Agency Management	Agency Management	1
00031429	Vehicle Management Specialist	Pitt,Francine	00017699	0	5/15/2000	F	No	Continuing	301	9	10	69770	87700.89	Agency Management	Agency Management	1
00031432	Support Services Specialist	Jackson,Terrie Denise	00018191	0	10/13/1986	F	No	Continuing	342	11	10	84167	105797.919	Agency Management	Agency Management	1
00031440	Support Services Manager	Edwards,James L	00035352	0	4/30/2007	F	No	Continuing	342	13	0	103993.8	130717.6549	Agency Management	Agency Management	1
00031461	Management Analyst	Hampton,DeChelle C.	00061136	0	12/3/2012	F	No	Continuing	343	13	1	93069	116987.733	Agency Management	Agency Management	1
00032472	STAFF ASSISTANT	Miller,Tonya M	00002568	0	10/4/2004	F	No	Continuing	301	11	10	84167	105797.919	Agency Management	Agency Management	1
00041737	ATTORNEY ADVISOR	Washington,Pamela B	00023688	0	5/15/2017	F	No	Continuing	905	14	8	158903	199741.071	Agency Management	Agency Management	1
00083164	Investigator	Al-Shammary,Zainab	00084685	0	1/26/2015	F	No	Continuing	1810	12	2	83289	104694.273	Agency Management	Agency Management	1
00085758	Ticket Ombudsman	Dugger,Tony	00086462	0	6/8/2015	F	No	Continuing	301	8	0	124367.2	156329.5704	Agency Management	Agency Management	1
00088125	Public Information Officer	Monde,Chiderah	00132035	0	10/23/2023	F	No	Continuing	1001	14	0	120000	150840	Agency Management	Agency Management	1
00088225	Training Specialist	VACANT			V	342	No	Continuing	1712	12	1	80784	101545.488	Agency Management	Agency Management	1
00020899	Correspondence Mgmt Specialist	Johnson,Nikita M	00039045	0	5/27/2008	F	No	Continuing	301	9	7	71916	90398.412	Communication	Agency Management	1
00022612	Communications Specialist	VACANT			V	15	No	Continuing	301	13	0	93069	116987.733	Communication	Agency Management	1
00031436	Correspondence Mgmt Specialist	Powell,Kiina T	00098055	0	6/26/2017	F	No	Continuing	301	9	0	64206	80706.942	Communication	Agency Management	1
00088220	Correspondence Mgmt Specialist	Corley,Demaria A	00093383	0	9/19/2016	F	No	Continuing	301	9	6	62842	78992.394	Communication	Agency Management	1
00088222	Correspondence Mgmt Specialist	Clements,Talayna	00095600	0	12/27/2016	F	No	Continuing	301	9	5	68060	85551.42	Communication	Agency Management	1
00088224	Lead Correspondence Management	Small,Michelle F	00018060	0	2/12/2001	F	No	Continuing	301	11	5	73677	92611.989	Communication	Agency Management	1
00112102	Correspondence Mgmt Specialist	VACANT			V	134	No	Continuing	301	9	0	54183	68108.031	Communication	Agency Management	1
00112103	Correspondence Mgmt Specialist	VACANT			V	134	No	Continuing	301	9	0	54183	68108.031	Communication	Agency Management	1
00083165	Management Analyst	Anderson-Snjepe,Brijid	00072370	0	5/20/2013	F	No	Continuing	343	13	2	96052	120737.364	Deputy Director	Agency Management	1
00104830	Deputy Director of Operations	Fountain,Darnell	00034705	0	2/20/2007	F	No	Continuing	301	16	0	166460	209240.22	Deputy Director	Agency Management	1
00108990	Staff Assistant	Harris,Naadir A	00040592	0	9/29/2008	F	No	Continuing	301	11	2	67383	84700.431	Deputy Director	Agency Management	1
00019052	Human Resources Specialist	Osei-Djan,Montii T	00039100	0	6/9/2008	F	No	Continuing	201	12	4	88300	110993.1	Personnel	Agency Management	1
00022968	Human Resources Specialist	Payne,Lisa	00027545	0	10/13/1982	F	No	Continuing	201	12	10	103333	129889.581	Personnel	Agency Management	1
00031437	Human Resources Specialist	Scruggs Nance,Odessa M	00009320	0	7/18/1983	F	No	Continuing	201	13	10	119916	150734.412	Personnel	Agency Management	1
00108989	Human Resources Specialist	Espinoza,Zaida	00128044	0	4/10/2023	F	No	Continuing	201	12	1	80784	101545.488	Personnel	Agency Management	1
00001879	Legal Instrument Examiner (DMV)	Cleveland,Bria D	00108252	0	9/25/2023	F	No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00001900	Supv Legal Instrument Examiner	VACANT			V	29	No	Continuing	963	11	0	84333.19	106006.8198	Licensing	Driver Services	1
00002584	Service Center Manager (DMV)	Dicks,Moses	00086035	0	5/18/2015	F	No	Continuing	301	13	0	99513.15	125088.0296	Licensing	Driver Services	1
00003090	Legal Instrumt Examiner (DMV)	Casco,Salvador A	00003126	0	4/19/1999	F	No	Continuing	963	9	9	75772	95245.404	Licensing	Driver Services	1
00004406	Legal Instrument Examiner (DMV)	Perkins,Joi	00085469	0	3/23/2015	F	No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00007261	Supv Legal Instrument Examiner	VACANT			V	60	No	Continuing	963	11	0	84333.63	106007.3729	Licensing	Driver Services	1
00007680	Legal Instrument Examiner (DMV)	Crews,Chenia Ontrell	00106892	0	1/7/2019	F	No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00010349	Legal Instrument Examiner (DMV)	Cooper Karmelsha R.	00108203	0	5/13/2019	F	No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00011154	Driver License Examiner (Comme	McDowell,Mark	00125711	0	10/11/2022	F	No	Continuing	303	9	2	62276	78280.932	Licensing	Driver Services	1
00011643	Legal Instrument Examiner (DMV)	Spencer,Jasmine D	00102912	0	5/16/2018	F	No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00012455	Driver License Examiner (Comme	Smith,Bobby L	00026681	0	12/6/2021	F	No	Continuing	303	9	3	64204	80704.428	Licensing	Driver Services	1
00012681	Legal Instrument Examiner (DMV)	Jackson,LeAndrea R	00070013	0	8/27/2012	F	No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00013055	Legal Instrument Examiner (DMV)	Broome,Tiesha	00127574	0	2/27/2023	F	No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00013870	Lead Legal Instrum. Exam (DMV)	Kearney,Lawanda D	00022201	0	4/10/2000	F	No	Continuing	963	10	8	81065	101898.705	Licensing	Driver Services	1
00013993	Legal Instrument Examiner (DMV)	Wadley,Walter L	00098071	0	1/19/2021	F	No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00014441	Legal Instrument Examiner (DMV)	Streeter II,Lacy C	00014563	0	10/1/1994	F	No	Continuing	963	9	7	71916	90398.412	Licensing	Driver Services	1
00014498	Legal Instrument Examiner (DMV)	Johnson,Linda	00014621	0	1/11/1999	F	No	Continuing	963	9	9	75772	95245.404	Licensing	Driver Services	1
00014833	Legal Instrument Examiner (DMV)	Bempah,Jacqueline O.	00080294	0	2/27/2023	F	No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00015585	Legal Instrument Examiner (DMV)	Cooper,Edwina Lavate	00117299	1	10/23/2023	F	No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1

00016071	Supv Legal Instrument Examiner	Zimmerman, Erica	00117806	0	7/19/2021	F		No	Continuing	963	11	0	84333.19	106006.8198	Licensing	Driver Services	1
00016757	LEGAL INSTRUMENTS EXAMINER	Moore, Mercy M	00016881	0	6/21/1971	F		No	Continuing	963	10	10	85311	107235.927	Licensing	Driver Services	1
00017047	Legal Instrument Examiner (DMV)	Washington, Verlez M	00017168	0	3/8/1999	F		No	Continuing	963	9	9	75772	95245.404	Licensing	Driver Services	1
00017643	Legal Instrument Examiner (DMV)	Gary, Janay	00127575	0	2/27/2023	F		No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00017748	LEGAL INSTRUMENTS EXAMINER	DeLoatch, Yolanda A	00017882	0	11/2/1992	F		No	Continuing	963	9	10	77770	97756.89	Licensing	Driver Services	1
00017799	DRIVER LICENSE EXAMINER MVO	Brown Jr., Leon B	00017935	0	3/17/1988	F		No	Continuing	303	9	10	77770	97756.89	Licensing	Driver Services	1
00018027	DRIVER SRVS ADMIN	Saleh, Joan B	00018166	0	11/30/1988	F		No	Continuing	301	15	0	140725.8	176892.3055	Licensing	Driver Services	1
00018074	Legal Instrument Examiner (DMV)	Quarles, Kevin	00088448	0	9/8/2015	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00018444	Legal Instrument Examiner (DMV)	Weaver, Sierra A.	00110903	0	9/30/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00018606	LEGAL INSTRUMENTS EXAMINER	Shorter, Wanda M	00018747	0	4/23/1987	F		No	Continuing	963	9	10	77770	97756.89	Licensing	Driver Services	1
00018957	Legal Instrument Examiner (DMV)	Akinrinola, Kayode O	00019101	0	6/2/2003	F		No	Continuing	963	9	9	75772	95245.404	Licensing	Driver Services	1
00019215	Legal Instrument Examiner (DMV)	Bruce, AnShania M	00103319	0	1/7/2019	F		No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00019291	Supv Legal Instrument Examiner	Williams-Hill, Kathleen G	00131072	0	8/28/2023	F		No	Continuing	963	11	0	84333.63	106007.3729	Licensing	Driver Services	1
00019653	Legal Instrument Examiner (DMV)	Jackson, Timothy	00095511	0	12/12/2016	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00020072	Legal Instrument Examiner (DMV)	Cash, Nicole J.	00112029	1	1/31/2022	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00021192	DRIVER LICENSE EXAMINER (COMMERCIAL)	VACANT				V	142	No	Continuing	303	9	0	60348	75857.436	Licensing	Driver Services	1
00021351	Legal Instrument Examiner (DMV)	Rennie, Simandra	00127755	0	3/13/2023	F		No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00021938	Legal Instrument Examiner (DMV)	Cruz, Joana	00088446	0	9/8/2015	F		No	Continuing	963	9	5	68060	85551.42	Licensing	Driver Services	1
00022023	Legal Instrument Examiner (DMV)	VACANT				V	100	No	Continuing	963	9	0	60348	75857.436	Licensing	Driver Services	1
00022050	Legal Instrument Examiner (DMV)	Allen, Deirdre	00068316	0	2/27/2023	F		No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00022806	LEGAL INSTRUMENTS EXAMINER	Williams, Kindall	00131348	0	9/11/2023	F		No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00023041	LEGAL INSTRUMENTS EXAMINER	Walton, Johnice M	00023201	0	1/25/1993	F		No	Continuing	963	9	10	77770	97756.89	Licensing	Driver Services	1
00023271	Legal Instrument Examiner (DMV)	McEachin, Tiana	00090829	0	4/18/2016	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00023289	Legal Instrument Examiner (DMV)	Carthens, Nyla Monae	00121936	0	4/25/2022	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00023890	Legal Instrument Examiner (DMV)	Allen, Victoria	00022681	0	4/12/1999	F		No	Continuing	963	9	10	77770	97756.89	Licensing	Driver Services	1
00024292	LEGAL INSTRUMENTS EXAMINER	Holliday, Lakesha	00018392	0	8/25/2003	F		No	Continuing	963	9	9	75772	95245.404	Licensing	Driver Services	1
00024603	Service Center Manager (DMV)	Ball, Jacinta P	00022720	0	11/29/1999	F		No	Continuing	301	13	0	99514.04	125089.1483	Licensing	Driver Services	1
00024989	Legal Instrument Examiner (DMV)	Castro, Keila	00108437	0	5/28/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00025765	DRIVER LICENSE EXAMINER (COMMERCIAL)	Morales, Nancy C	00119198	0	8/30/2021	F		No	Continuing	303	9	3	64204	80704.428	Licensing	Driver Services	1
00025874	Legal Instrument Examiner (DMV)	Batie, Derrick	00018212	0	1/5/1998	F		No	Continuing	963	9	10	77770	97756.89	Licensing	Driver Services	1
00026417	Legal Instrument Examiner (DMV)	Thompson, Safiya Camille	00120627	0	1/3/2022	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00026598	Legal Instrument Examiner (DMV)	Prince, Dora Devonn	00026773	0	4/18/2000	F		No	Continuing	963	9	7	71916	90398.412	Licensing	Driver Services	1
00026652	Staff Assistant	Flythe, Joelle N	00087792	0	10/22/2018	F		No	Continuing	963	11	1	65285	82063.245	Licensing	Driver Services	1
00026679	Legal Instrument Examiner (DMV)	Lewis, Marcus	00097967	0	6/26/2017	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00027013	Legal Instrument Examiner (DMV)	Rodriguez, Haydee	00110907	0	9/30/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00027262	Lead Legal Instrum. Exam (DMV)	Lee, Tracey M	00028498	0	2/22/2005	F		No	Continuing	963	10	6	74581	93748.317	Licensing	Driver Services	1
00027344	Legal Instrument Examiner (DMV)	West, Letitia M	00004446	0	5/12/1997	F		No	Continuing	963	9	10	77770	97756.89	Licensing	Driver Services	1
00027493	Legal Instrument Examiner (DMV)	Cruz, Jonas	00112691	0	2/18/2020	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00031415	Legal Instrument Examiner (DMV)	Rutherford, Jacqueline Sadea	00110987	0	9/30/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00031431	Legal Instrument Examiner (DMV)	Brazier, Jeffrey	00129981	0	7/31/2023	F		No	Continuing	963	9	0	60348	75857.436	Licensing	Driver Services	1
00031433	Legal Instrument Examiner (DMV)	Hicks, Kyonna L.	00107113	0	9/25/2023	F		No	Continuing	963	9	0	58991	73648.887	Licensing	Driver Services	1
00031441	Service Center Manager (DMV)	Dyson, Calvin C	00089661	0	12/14/2015	F		No	Continuing	301	13	0	99513.91	125088.9849	Licensing	Driver Services	1
00031450	DRIVER LICENSE EXAMINER MVO	Day, Justin	00078671	0	10/21/2013	F		No	Continuing	303	9	9	75772	95245.404	Licensing	Driver Services	1
00031466	Legal Instrument Examiner (DMV)	ESTRELLA, ERIDANIA	00029167	0	5/16/2005	F		No	Continuing	963	9	7	71916	90398.412	Licensing	Driver Services	1
00031471	Legal Instrument Examiner (DMV)	Lewis, Paula	00029169	0	5/16/2005	F		No	Continuing	963	9	9	75772	95245.404	Licensing	Driver Services	1
00031493	Legal Instrument Examiner (DMV)	Jones, Jamia	00112666	0	2/3/2020	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00031496	Service Center Manager (DMV)	Anderson-King, Kathleen E	00102465	0	4/2/2018	F		No	Continuing	301	13	0	99513.45	125088.4067	Licensing	Driver Services	1
00033841	Legal Instrument Examiner (DMV)	Gillis, Kristie L.	00120963	0	1/31/2022	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00034672	Legal Instrument Examiner (DMV)	Hawkins, Mattie M	00027203	0	1/11/1999	F		No	Continuing	963	9	9	75772	95245.404	Licensing	Driver Services	1
00034676	DRIVER LICENSE EXAMINER (COMMERCIAL)	Alam, Arfan	00113199	0	3/16/2020	F		No	Continuing	963	9	5	68060	85551.42	Licensing	Driver Services	1
00034679	Supv Legal Instrument Examiner	Daniels, Crystal N	00128046	0	4/10/2023	F		No	Continuing	963	11	0	84333	106006.581	Licensing	Driver Services	1
00042011	Service Center Manager (DMV)	Graham, Tiara S	00077913	0	8/26/2013	F		No	Continuing	301	13	0	99513.15	125088.0296	Licensing	Driver Services	1
00042131	Supv Legal Instrument Examiner	Thomas, Julius Chaz	00127586	0	2/27/2023	F		No	Continuing	963	11	0	84333	106006.581	Licensing	Driver Services	1
00082394	Management Analyst	Dickerson, Dominic	00106296	0	11/13/2018	F		No	Continuing	343	13	4	102018	128236.626	Licensing	Driver Services	1
00082409	Legal Instrument Examiner (DMV)	Shepard, Shirley Y	00022087	0	1/17/1989	F		No	Continuing	963	9	10	77770	97756.89	Licensing	Driver Services	1
00082410	Lead Legal Instrum. Exam (DMV)	Gordon, Tyrina L	00024081	0	11/22/1999	F		No	Continuing	963	10	8	78704	98930.928	Licensing	Driver Services	1
00082421	Legal Instrument Examiner (DMV)	VACANT				V	120	No	Continuing	963	9	0	60348	75857.436	Licensing	Driver Services	1
00082422	Program Coordinator (IID)	Almanzar, Anthony	00116724	0	3/29/2021	F		No	Continuing	301	12	6	93311	117291.927	Licensing	Driver Services	1
00082423	Legal Instrument Examiner (DMV)	Mathis, Regina Neka	00079299	0	12/16/2013	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082424	Legal Instrument Examiner (DMV)	Green, Tiara M	00102591	0	4/17/2018	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082425	Legal Instrument Examiner (DMV)	Lyons, Hanae	00127577	0	2/27/2023	F		No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00082426	Legal Instrument Examiner (DMV)	Williams, Shantrice Kapiolani	00079300	0	12/16/2013	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082427	Legal Instrument Examiner (DMV)	Perry, Ja'nea	00084302	0	12/15/2014	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082428	Legal Instrument Examiner (DMV)	Middleton, Tionna	00113677	0	1/31/2022	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00082429	Legal Instrument Examiner (DMV)	Davis, Keara K.	00079290	0	12/16/2013	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00082430	Legal Instrument Examiner (DMV)	Douglass, Brandie Danielle	00079286	0	12/16/2013	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00082431	Legal Instrument Examiner (DMV)	Lymore, Lakeithia	00108209	0	5/13/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082432	Legal Instrument Examiner (DMV)	Dunstan, Thurman	00095601	0	12/27/2016	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00082433	Legal Instrument Examiner (DMV)	Osborne, Jessica J.	00112166	0	1/6/2020	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082436	Legal Instrument Examiner (DMV)	Anthony, Sherika	00116300	0	2/1/2021	F		No	Term	963	9	1	60348	75857.436	Licensing	Driver Services	1
00082440	Legal Instrument Examiner (DMV)	Stinnett, Alexus S	00085672	0	4/13/2015	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00082441	Legal Instrument Examiner (DMV)	VACANT				V	71	No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00082442	Legal Instrument Examiner (DMV)	Griffin, Sabrina	00121812	0	4/11/2022	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082443	Legal Instrument Examiner (DMV)	Headspeth, Rarnita	00127580	0	2/27/2023	F		No	Continuing	963	9	1	60348	75857.436	Licensing	Driver Services	1
00082444	Legal Instrument Examiner (DMV)	Edwards, Quanda	00109680	0	8/5/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing	Driver Services	1
00082445	Legal Instrument Examiner (DMV)	Anderson, Monica	00081173	0	6/16/2014	F		No	Continuing	963	9	3	64204	80704.428	Licensing	Driver Services	1
00082446	Supv Legal Instrument Examiner	Hodges, Shannon Madiel	00030819	0	10/17/2005	F		No	Continuing	963	11	0	84333.19	106006.8198	Licensing	Driver Services	1

00083201	Legal Instrument Examiner (DMV)	Nelson,Brianna	00107004	0	1/7/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing		Driver Services		1
00083202	Legal Instrument Examiner (DMV)	Kearney,Lawanda D	00022201	0	4/10/2000	F		No	Continuing	963	9	9	75772	95245.404	Licensing		Driver Services		1
00094152	Legal Instrument Examiner (DMV)	LYNCH,DONALD D.	00112193	0	1/6/2020	F		No	Continuing	963	9	2	62276	78280.932	Licensing		Driver Services		1
00097979	Legal Instrument Examiner (DMV)	Green,Christina L	00106918	0	1/7/2019	F		No	Continuing	963	9	2	62276	78280.932	Licensing		Driver Services		1
00099780	Legal Instrument Examiner (DMV)	Pearson,Keshmere	00121934	0	4/25/2022	F		No	Continuing	963	9	0	60348	75857.436	Licensing		Driver Services		1
00099781	Legal Instrument Examiner (DMV)	Shears,Diamond Precious	00116153	0	1/19/2021	F		No	Continuing	963	9	2	62276	78280.932	Licensing		Driver Services		1
00099782	Legal Instrument Examiner (DMV)	Irving,Marshae Domonique	00112491	0	1/21/2020	F		No	Continuing	963	9	1	60348	75857.436	Licensing		Driver Services		1
00108984	DRIVER LICENSE EXAMINER (COMMERCIAL)	VACANT				V	156	No	Continuing	303	9	0	60348	75857.436	Licensing		Driver Services		1
00108985	DRIVER LICENSE EXAMINER (COMMERCIAL)	Hopps,Reginald	00130486	0	8/14/2023	F		No	Continuing	303	9	1	60348	75857.436	Licensing		Driver Services		1
00108987	Supv Legal Instrument Examiner	Butler, Terrence K.	00110073	0	8/19/2019	F		No	Continuing	963	11	0	84333	106006.581	Licensing		Driver Services		1
00108988	Supv Legal Instrument Examiner	Clarke, Godwin H	00080468	0	4/7/2014	F		No	Continuing	963	11	0	83043	104385.051	Licensing		Driver Services		1
00109058	Program Coordinator (CDL)	Lurry,Aaran R	00052142	0	3/13/2023	F		No	Continuing	301	12	1	80784	101545.488	Licensing		Driver Services		1
00109059	Operation Manager	Watkins,Shawn	00127082	0	1/17/2023	F		No	Continuing	301	14	0	114441	143852.337	Licensing		Driver Services		1
00112106	Program Manager	VACANT				V	134	No	Continuing	301	13	0	99513.45	125088.4067	Licensing		Driver Services		1
00112111	Program Analyst	VACANT				V	134	No	Continuing	343	9	0	54183	68108.031	Licensing		Driver Services		1
00112112	Program Analyst	VACANT				V	134	No	Continuing	343	9	0	54183	68108.031	Licensing		Driver Services		1
00112113	Program Analyst	VACANT				V	134	No	Continuing	343	9	0	54183	68108.031	Licensing		Driver Services		1
00112114	Legal Instrument Examiner (DMV)	VACANT				V	134	No	Continuing	963	9	0	60348	75857.436	Licensing		Driver Services		1
00112115	Supv Legal Instrument Examiner	VACANT				V	134	No	Continuing	963	11	0	84333	106006.581	Licensing		Driver Services		1
00112116	Legal Instrument Examiner (DMV)	VACANT				V	134	No	Continuing	963	9	0	60348	75857.436	Licensing		Driver Services		1
00001077	SUPERVISOR INFORMATION TECHNOL	Minter,Glenn W	00001103	0	8/13/2001	F		No	Continuing	2210	16	0	197339	248055.0727	Data Center Mainframe		Technology Services		1
00002073	INFO TECH SPEC	Losada,Arturo J	00002091	0	4/21/2003	F		No	Continuing	2210	15	0	141723.6	178146.5024	Data Center Mainframe		Technology Services		1
00002699	SUPV INFO TECH	Worsham,Leonard G	00002721	0	9/10/2001	F		No	Continuing	2210	15	0	166833.2	209709.3827	Data Center Mainframe		Technology Services		1
00005350	INFO TECH SPEC	Bakshi,Shahnaz	00031851	0	3/6/2006	F		No	Continuing	2210	16	0	155810	195853.1197	Data Center Mainframe		Technology Services		1
00015976	IT Specialist	Brown-Campbell,Christina	00102460	0	4/2/2018	F		No	Continuing	2210	14	5	124091	155982.387	Data Center Mainframe		Technology Services		1
00020924	Info. Technology Specialist	Loftis,Demetria M	00036640	0	9/17/2007	F		No	Continuing	2210	14	10	141707	178125.699	Data Center Mainframe		Technology Services		1
00020939	SUPV INFO TECH SPEC	VACANT				V	134	No	Continuing	2210	14	0	137328.5	172621.9245	Data Center Mainframe		Technology Services		1
00021400	INFO TECH SPEC	VACANT				V	134	No	Continuing	2210	13	1	103651	130289.307	Data Center Mainframe		Technology Services		1
00031849	Info. Technology Specialist	Yerrapragada,Prakasarao V	00034561	0	1/22/2007	F		No	Continuing	2210	14	10	141707	178125.699	Data Center Mainframe		Technology Services		1
00033128	Info. Technology Specialist	Chaudhary,Mohammad N	00062247	0	7/19/2010	F		No	Continuing	2210	14	9	138184	173697.288	Data Center Mainframe		Technology Services		1
00051108	Info. Technology Specialist	Sanders,Jeanine	00043287	0	11/24/2008	F		No	Continuing	2210	14	9	138184	173697.288	Data Center Mainframe		Technology Services		0.2
00013695	INFO TECH SPEC	Adams,Shawn G	00037556	0	12/10/2007	F		No	Continuing	2210	11	10	84167	105797.919	Information Technology		Technology Services		1
00018644	IT Project Manager (GIS)	VACANT				V	155	No	Continuing	2210	15	0	140741.9	176912.606	Information Technology		Technology Services		1
00022035	INFO TECH SPEC	Thomas,Claude C	00034686	0	2/20/2007	F		No	Continuing	2210	13	10	119916	150734.412	Information Technology		Technology Services		1
00031419	Supervisory Information Techno	Bandla,Raja V r	00028081	0	11/10/2003	F		No	Continuing	2210	16	0	147300.5	185156.6908	Information Technology		Technology Services		1
00031420	IT Project Manager (GIS)	VACANT				V	225	No	Continuing	2210	15	0	140741.9	176912.606	Information Technology		Technology Services		1
00031454	INFO TECH SPEC	Beegle,Jeremy S	00034891	0	3/5/2007	F		No	Continuing	2210	13	10	119916	150734.412	Information Technology		Technology Services		1
00031457	Chief Information Officer	Vora,Amit	00012401	0	3/22/2004	F		No	Continuing	2210	16	0	164863.9	207233.872	Information Technology		Technology Services		1
00032534	INFO TECH SPEC	Allaga,Juan C	00027281	0	10/4/1999	F		No	Continuing	2210	11	10	84167	105797.919	Information Technology		Technology Services		1
00082399	IT Spec (Application Software)	Bryant,Darrell Keith	00081180	0	6/16/2014	F		No	Continuing	2210	11	7	77873	97886.361	Information Technology		Technology Services		1
00082402	IT Spec (Application Software)	Masungu,Elonai	00115863	0	11/23/2020	F		No	Continuing	2210	11	5	73677	92611.989	Information Technology		Technology Services		1
00108983	IT Specialist (Customer Suppor	Jackson,Marcus Deangelo	00063622	0	10/12/2010	F		No	Continuing	2210	11	4	71579	89974.803	Information Technology		Technology Services		1
00108986	IT Project Manager (GIS)	VACANT				V	184	No	Continuing	2210	15	0	140741	176911.437	Information Technology		Technology Services		1
00112110	IT Specialist (Customer Suppor	VACANT				V	134	No	Continuing	2210	11	0	65285	82063.245	Information Technology		Technology Services		1
00004159	DISPUTE RESOLUTION SPEC	Nyankale,Sipho M	00019441	0	3/9/1998	F		No	Continuing	301	9	10	77770	97756.89	Inspection		Vehicle Services		1
00005825	Motor Vehicle Inspector	Temoney,Patricia	00128207	0	4/24/2023	F		No	Continuing	1802	7	1	49957	62795.949	Inspection		Vehicle Services		1
00009113	Supv Motor Vehicle Inspector	Butler, Terrence K.	00110073	0	8/19/2019	F		No	Continuing	1802	11	0	84333.24	106006.8827	Inspection		Vehicle Services		1
00009992	Motor Vehicle Inspector	Jordan,Jujuan A	00097094	0	4/3/2017	F		No	Continuing	1802	8	4	58355	73352.235	Inspection		Vehicle Services		1
00010034	Motor Vehicle Inspector	Baucum,Deangelo R	00090165	0	11/12/2019	F		No	Continuing	1802	7	2	50186	63083.802	Inspection		Vehicle Services		1
00010169	Staff Assistant	Tate,Shaumika A	00035645	0	2/18/2020	F		No	Continuing	3502	9	4	59378	74638.146	Inspection		Vehicle Services		1
00011221	Motor Vehicle Inspector	Taylor,Reggie	00022203	0	12/28/1998	F		No	Continuing	1802	8	10	68540	86154.78	Inspection		Vehicle Services		1
00011518	DISPUTE RESOLUTION SPEC	Kitt,Larry	00014172	0	2/3/2000	F		No	Continuing	301	9	10	77770	97756.89	Inspection		Vehicle Services		1
00014081	Motor Vehicle Inspector	Collins,Tyrae	00124114	0	8/15/2022	F		No	Continuing	1802	7	1	43772	55021.404	Inspection		Vehicle Services		1
00016402	Lead Motor Vehicle Inspector	Holley, Demetric V	00005895	0	3/1/1999	F		No	Continuing	1810	9	9	75772	95245.404	Inspection		Vehicle Services		1
00016888	Laborer	Banks,Aramis	00126388	0	11/7/2022	F		No	Continuing	3502	4	1	43097.6	54173.6832	Inspection		Vehicle Services		1
00017082	Motor Vehicle Inspector	Fuentes,Oscar I	00102590	0	4/17/2018	F		No	Continuing	1802	7	4	53558	67322.406	Inspection		Vehicle Services		1
00017959	Motor Vehicle Inspector	Rivers,Raymond M	00031248	0	11/28/2005	F		No	Continuing	1802	8	9	66842	84020.394	Inspection		Vehicle Services		1
00018657	Motor Vehicle Inspector	Davis,John B	00018798	0	4/7/2003	F		No	Continuing	1802	7	8	60303	75800.871	Inspection		Vehicle Services		1
00019649	Motor Vehicle Inspector	Ochoa Portillo,Eduardo	00123195	0	7/5/2022	F		No	Continuing	1802	7	1	43772	55021.404	Inspection		Vehicle Services		1
00020533	Equipment Repairer	Tate Jr.,Edward	00020694	0	8/3/1998	F		No	Continuing	4801	9	10	77770	97756.89	Inspection		Vehicle Services		1
00020845	Motor Vehicle Inspector	Williams,Tirrell	00131652	0	9/25/2023	F		No	Continuing	1802	7	1	49957	62795.949	Inspection		Vehicle Services		1
00021605	Supv Motor Vehicle Inspector	Best,Tyronica T	00023321	0	12/7/1998	F		No	Continuing	1802	11	0	84333.63	106007.3729	Inspection		Vehicle Services		1
00021775	Lead Motor Vehicle Inspector	Cruz,Nathaniel	00090547	0	3/21/2016	F		No	Continuing	1810	9	4	64206	80706.942	Inspection		Vehicle Services		1
00022052	Motor Vehicle Inspector	Wood,Jeremaih	00097108	0	4/3/2017	F		No	Continuing	1802	7	4	53558	67322.406	Inspection		Vehicle Services		1
00022582	LABORER	Dorsey,William	00022737	0	3/8/1999	F		No	Continuing	3502	4	10	56513.6	71037.5952	Inspection		Vehicle Services		1
00022713	Equipment Repairer	Spencer,Patrick L	00022870	0	11/2/1992	F		No	Continuing	4801	9	10	77770	97756.89	Inspection		Vehicle Services		1
00022845	Lead Motor Vehicle Inspector (	Walker,Larry	00024891	0	5/20/2002	F		No	Continuing	1810	9	9	75772	95245.404	Inspection		Vehicle Services		1
00023192	Motor Vehicle Inspector	Douglas,Shahn M	00023351	0	6/30/2003	F		No	Continuing	1802	8	10	68540	86154.78	Inspection		Vehicle Services		1
00024589	Lead Motor Vehicle Inspector	Mills,Sean F	00056301	0	4/21/2014	F		No	Continuing	1810	9	5	66078	83060.046	Inspection		Vehicle Services		1
00024729	Lead Motor Vehicle Inspector	Jones Jr.,Herbert D	00027586	0	12/21/1998	F		No	Continuing	1810	9	10	77770	97756.89	Inspection		Vehicle Services		1
00025117	Motor Vehicle Inspector	Perry,Patrick	00090593	0	3/21/2016	F		No	Continuing	1802	8	5	60053	75486.621	Inspection		Vehicle Services		1
00025228	Motor Vehicle Inspector	VACANT				V	600	No	Continuing	1802	7	0	48500	60964.5	Inspection		Vehicle Services		1
00026688	Lead Motor Vehicle Inspector	Kartey,Maurice K	00005951	0	4/13/1998	F		No	Continuing	1810	9	10	77770	97756.89	Inspection		Vehicle Services		1
00027411	DISPUTE RESOLUTION SPEC	VACANT				V	520	No	Continuing	1802	7	1	43772	55021.404	Inspection		Vehicle Services		1
00031416	Motor Vehicle Inspector	VACANT				V	610	No	Continuing	1802	7	0	43772	55021.404	Inspection		Vehicle Services		1
00031418	Motor Vehicle Inspector	VACANT				V	385	No	Continuing	1802	7	0	43772	55021.404	Inspection		Vehicle Services		1
00031475	Motor Vehicle Inspector	VACANT				V	197	No	Continuing	1802	7	1	43772	55021.404	Ins				

00035305	Service Center Manager (DMV)	Simpson, Gregory M	00000703	0	8/12/2002	F		No	Continuing	301	13	0	103494.2	130092.2094	Inspection	Vehicle Services	1
00012435	IRP Program Coordinator	Speller, Elaine	00000229	0	8/13/2001	F		No	Continuing	301	13	10	119916	150734.412	International Registration Plan	Vehicle Services	1
00003145	LEGAL INSTRUMENTS EXAMINER	Givens, Leah L	00003180	0	4/23/1990	F		No	Continuing	963	9	10	77770	97756.89	Registration	Vehicle Services	1
00006137	Legal Instrument Examiner (DMV)	VACANT				V	43	No	Continuing	963	9	0	60384	75902.688	Registration	Vehicle Services	1
00014629	Legal Instrument Examiner (DMV)	Ashton, Natorie	00121933	0	4/25/2022	F		No	Continuing	963	9	1	60348	75857.436	Registration	Vehicle Services	1
00016154	Legal Instrument Examiner (DMV)	Stewart, Arthur L	00038101	0	3/3/2008	F		No	Continuing	963	9	4	66132	83127.924	Registration	Vehicle Services	1
00016184	Supv Legal Instrument Examiner	Hickson, Jasmin Zakea	00127585	0	2/27/2023	F		No	Continuing	963	11	0	84333	106006.581	Registration	Vehicle Services	1
00016312	Legal Instrument Examiner (DMV)	Giles, Stephanie Nicole	00116296	0	2/1/2021	F		No	Term	963	9	1	60348	75857.436	Registration	Vehicle Services	1
00017816	Legal Instrument Examiner (DMV)	Powell, Kiina T	00098055	0	6/26/2017	F		No	Continuing	963	9	1	60348	75857.436	Registration	Vehicle Services	1
00018052	Program Coordinator (ODIS)	Walters, Taion	00113816	0	6/8/2020	F		No	Continuing	301	12	6	93311	117291.927	Registration	Vehicle Services	1
00018251	Legal Instrument Examiner (DMV)	Barkley, Tomika	00088832	0	10/5/2015	F		No	Continuing	963	9	5	68060	85551.42	Registration	Vehicle Services	1
00018588	Legal Instrument Examiner (DMV)	NICKENS, LAKISHA M	00029172	0	5/16/2005	F		No	Continuing	963	9	9	75772	95245.404	Registration	Vehicle Services	1
00020246	Program Coordinator (NMVTIS)	JOHNSON-BRITTON, LACHELLE M	00029139	0	5/16/2005	F		No	Continuing	301	12	1	80784	101545.488	Registration	Vehicle Services	1
00020717	Legal Instrument Examiner (DMV)	Cates, Tierra N	00040766	0	5/23/2022	F		No	Continuing	963	9	2	62276	78280.932	Registration	Vehicle Services	1
00022231	Legal Instrument Examiner (DMV)	Marshall, Kimmllyn R	00022385	0	4/5/2000	F		No	Continuing	963	9	9	75772	95245.404	Registration	Vehicle Services	1
00025303	Management Analyst	DINA, CHRISTOPHER	00055837	0	6/8/2009	F		No	Continuing	343	13	9	116933	146984.781	Registration	Vehicle Services	1
00026571	LEGAL INSTRUMENTS EXAMINER	Gibson, Maria A	00026745	0	1/25/1993	F		No	Continuing	963	9	10	77770	97756.89	Registration	Vehicle Services	1
00031414	Lead Legal Instrum. Exam (DMV)	Holmes, Ursula S	00022962	0	7/12/1982	F		No	Continuing	963	10	9	80765	101521.605	Registration	Vehicle Services	1
00031443	Legal Instrument Examiner (DMV)	VACANT				V	100	No	Continuing	963	9	1	60348	75857.436	Registration	Vehicle Services	1
00031445	Legal Instrument Examiner (DMV)	Tucker, Felisha	00131647	0	9/25/2023	F		No	Continuing	963	9	1	60348	75857.436	Registration	Vehicle Services	1
00031452	Legal Instrument Examiner (DMV)	Rivas, Dana	00088447	0	9/8/2015	F		No	Continuing	963	9	2	62276	78280.932	Registration	Vehicle Services	1
00031462	Legal Instrument Examiner (DMV)	Dixon, Marcel B	00030995	0	10/31/2005	F		No	Continuing	963	9	8	73844	92821.908	Registration	Vehicle Services	1
00031463	Legal Instrument Examiner (DMV)	Norris, Franklin T	00031246	0	11/28/2005	F		No	Continuing	963	9	8	73844	92821.908	Registration	Vehicle Services	1
00031481	Vehicle Services Administrator	Cobb, Rakonda Jamese	00081175	0	6/16/2014	F		No	Continuing	301	15	0	127029.8	159676.446	Registration	Vehicle Services	1
00042132	Legal Instrument Examiner (DMV)	Crump, Salena	00088452	0	9/8/2015	F		No	Continuing	963	9	3	64204	80704.428	Registration	Vehicle Services	1
00082408	Service Center Manager (DMV)	Toussaint, Fabien O	00080562	0	4/21/2014	F		No	Continuing	301	13	0	99513.59	125088.5826	Registration	Vehicle Services	1
00082435	Legal Instrument Examiner (DMV)	Oxendine, Valerie L.	00080293	0	3/24/2014	F		No	Continuing	963	9	3	64204	80704.428	Registration	Vehicle Services	1
00082437	Legal Instrument Examiner (DMV)	Clark, Kayla A	00115346	0	2/28/2022	F		No	Continuing	963	9	3	64204	80704.428	Registration	Vehicle Services	1
00082438	Legal Instrument Examiner (DMV)	Whitaker, Kia P.	00080301	0	3/24/2014	F		No	Continuing	963	9	3	64204	80704.428	Registration	Vehicle Services	1
00108982	Legal Instrument Examiner (DMV)	Bragg, Antoine	00127573	0	2/27/2023	F		No	Continuing	963	9	0	60348	75857.436	Registration	Vehicle Services	1
00109056	Resolution Specialist	Kitt, Larry	00014172	0	2/3/2000	F		No	Continuing	301	11	8	79971	100523.547	Registration	Vehicle Services	1

**FY23 FY24 - Travel Training Expenses (thru Dec 2023)**

<b>Name of Traveler</b>	<b>Position Title</b>	<b>Dates of Travel or Training</b>	<b>Location</b>	<b>Purpose</b>	<b>District Expenditures</b>	<b>Other Expenditures</b>	<b>Additional Notes</b>
<b>FY23</b>							
Dominic Dickerson	IID Program Coordinator	October 5 - 8, 2022	Oklahoma City, OK	Association of Ignition Interlock Program Administrators Board of Director's Fall Meeting		\$1,318.18	Paid by AIIPA
Gabriel Robinson	Director	October 12-14, 2022	Louisville, Kentucky	AAMVA State-to-State Governance Committee meeting		\$1,020.00	Paid by AAMVA
Gabriel Robinson	Director	October 18-19, 2022	Minneapolis, Minnesota	AAMVA Combined Standing Committees meeting		\$1,302.85	Paid by AAMVA
David Glasser	General Counsel	October 18-20, 2022	Minneapolis, Minnesota	AAMVA Combined Standing Committees meeting		\$1,344.70	Paid by AAMVA
Jeanette Pinnix	Executive Assistant	October 18-22, 2022	Las Vegas, NV	Annual Conference for Administrative Excellence	\$3,031.00		
Karen Campbell-Tate	Quality Program Officer	October 19-21, 2022	New York, NY	Vision Zero Cities Conference	\$1,939.72		
Joan Saleh	Driver Services Administrator	October 19 - 22, 2022	New York, NY	Vision Zero Cities Conference	\$2,303.07		
Gabriel Robinson	Director	October 19 - 22, 2022	New York, NY	Vision Zero Cities Conference	\$2,196.77		
Marquis Miles	Management Analyst	October 24 - 27, 2022	Providence, Rhode Island	Northeast Commercial Vehicle Safety Summit	\$1,326.20		
Calvin Dyson	Service Center Manager	November 7-10, 2022	Phoenix, AZ	AAMVA International Driver Examiner Certification (IDEC) Board meeting		1418.83	Paid by AAMVA
Darnell Fountain	Deputy Director	November 8-10, 2022	Providence, Rhode Island	Region I Board of Directors meeting and Admin Roundtable	\$1,223.70		
Joan Saleh	Driver Services Administrator	November 8-10, 2022	Providence, Rhode Island	Region I Board of Directors meeting and Admin Roundtable		\$913.61	Paid by AAMVA
Rakonda Cobb	Vehicle Services Administrator	November 8-10, 2022	Providence, Rhode Island	Region I Board of Directors meeting and Admin Roundtable	\$1,118.90		
Joan Saleh	Driver Services Administrator	November 14-16, 2022	Chanhassen, Minnesota	Thales Secure Credentialing ID Production Facility Site Visit for ID Approvals		1218.17	Paid by Thales DIS USA Inc



**FY23 FY24 - Travel Training Expenses (thru Dec 2023)**

Tyrone Sweatt	Project Manager	November 14-16, 2022	Chanhassen, Minnesota	Thales Secure Credentialing ID Production Facility Site Visit for ID Approvals		1218.17	Paid by Thales DIS USA Inc
David Glasser	General Counsel	January 23 - 27, 2023	Mountain View, California	AAMVA Autonomous Vehicle Subcommittee meeting		\$1,613.46	Paid by AAMVA
Gabriel Robinson	Director	January 24-27, 2023	Las Vegas, Nevada	AAMVA Board of Directors meeting		\$2,062	Paid by AAMVA
Dominic Dickerson	Ignition Interlock Program Coordinator	February 7-10, 2023	Fort Worth, Texas	AAMVA Ignition Interlock Working Group Meeting		\$1,323	Paid by AAMVA
Dominic Dickerson	Ignition Interlock Program Coordinator	February 20-24, 2023	Tempe, Arizona	AIIPA Board of Director Spring Meeting		\$1,728	Paid By AIIPA
Gabriel Robinson	Director	March 6 - 10, 2023	San Antonio, Texas	AAMVA Driver Standing Committee meeting and Workshop & Law Institute Conference		\$2,297	Paid by AAMVA
David Glasser	General Counsel	March 6 - 10, 2023	San Antonio, Texas	AAMVA Law Enforcement committee meeting & Law Institute Conference		\$2,891	Paid by AAMVA
Taion Walters	Supervisor	March 7 - 10, 2023	San Antonio, Texas	AAMVA Workshop & Law Institute Conference	\$1,548.00	\$1,000	AAMVA paid other fees
Shawn Watkins	Operation Manager	March 7 - 10, 2023	San Antonio, Texas	AAMVA Workshop & Law Institute Conference	\$1,548.00	\$1,000	AAMVA paid other fees
Paula Coyoy	Supervisor	March 7 - 10, 2023	San Antonio, Texas	AAMVA Workshop & Law Institute Conference	\$2,352.32		
Tracey Jackson	Supervisor	March 7 - 10, 2023	San Antonio, Texas	AAMVA Workshop & Law Institute Conference	\$2,352.32		
Gabriel Robinson	Director	March 20 - 23, 2023	Saint Louis, Missouri	AAMVA Contact Center Pop-Up Classroom	\$493.00		
Amit Vora	Chief Information Officer	March 20 - 23, 2023	Saint Louis, Missouri	AAMVA Contact Center Pop-Up Classroom	\$2,203.56		
Vanessa Newton Bernard	Associate Director	March 20 - 23, 2023	Saint Louis, Missouri	AAMVA Contact Center Pop-Up Classroom		\$1,152	Paid by AAMVA
Omar Newland	Project Manager	March 20 - 23, 2023	Saint Louis, Missouri	AAMVA Contact Center Pop-Up Classroom		\$1,453	Paid by AAMVA
Lachelle Johnson-Britton	NMVTIS Coordinator	March 28 - 31, 2023	Tampa, Florida	Workshop		\$1,705	Paid by AAMVA
Gabriel Robinson	Director	May 7 - 8, 2023	Arlington, VA	AAMVA Board of Directors meeting		\$972.00	Paid by AAMVA
Dominic Dickerson	Ignition Interlock Device Program Coordinator	May 9 - 12, 2023	San Diego, California	AAMVA Ignition Interlock Working Group Meeting		\$1,956	Paid by AAMVA
Natasha James	Service Center Supervisor	May 15 - 19, 2023	Houston, Texas	CDL Coordinator/IT Meeting		\$1,394	Paid by AAMVA

**FY23 FY24 - Travel Training Expenses (thru Dec 2023)**

Aaran Lurry	CDL Program Coordinator	May 15 - 19, 2023	Houston, Texas	CDL Coordinator/IT Meeting		\$1,394	Paid by AAMVA
Calvin Dyson	Service Center Manager	May 15 - 19, 2023	Houston, Texas	CDL Coordinator/IT Meeting		\$1,532	Paid by AAMVA
Elaine Speller	IRP Program Manager	May 15-20, 2023	Omaha, NE	IRP Annual Meeting		\$2,833	IRP Inc.
Dominic Dickerson	Ignition Interlock Device Program Coordinator	May 20 - 25, 2023	Charleston, South Carolina	AIIPA Annual Conference	\$400.00	\$2,231	AIIPA paid other fees
Omar Newland	Project Manager	May 20 - 25, 2023	Charleston, South Carolina	AIIPA Annual Conference	\$2,979.00		
Ana Guzman Pena	Hearing Support Manager	May 20 - 25, 2023	Charleston, South Carolina	AIIPA Annual Conference	\$2,906.00		
Pamela Washington	Assistant General Counsel	May 20 - 25, 2023	Charleston, South Carolina	AIIPA Annual Conference	\$2,855.00		
Remigia Davis	Hearing Examiner Supervisor	May 20 - 25, 2023	Charleston, South Carolina	AIIPA Annual Conference	\$891.00		
Marquis Miles	Management Analyst	May 21 - 25, 2023	Charleston, South Carolina	AIIPA Annual Conference	\$730.00		
Gabriel Robinson	Director	May 22-26, 2023	Providence, Rhode Island	AAMVA Region 1 Conference		\$2,500	Paid by AAMVA
Antaeus Hayes	Hearing Support Supervisor	May 22-26, 2023	Providence, Rhode Island	AAMVA Region 1 Conference	\$2,598.00		
Moses Dicks	Manager	May 22-26, 2023	Providence, Rhode Island	AAMVA Region 1 Conference	\$2,058.00		
Tiara Graham	Manager	May 22-26, 2023	Providence, Rhode Island	AAMVA Region 1 Conference	\$2,066.00		
Jasmin Hickson	Supervisor	May 22-26, 2023	Providence, Rhode Island	AAMVA Region 1 Conference	\$2,066.00		
Odessa Nance	HR Specialist	June 10-16, 2023	Las Vegas, Nevada	SHRM Annual Conference	\$4,323		
Lisa Payne	HR Specialist	June 10-16, 2023	Las Vegas, Nevada	SHRM Annual Conference	\$4,325.50		
Montii Osei-Djan	HR Specialist	June 10-20, 2023	Las Vegas, Nevada	SHRM Annual Conference	\$4,408.00		
Gabriel Robinson	Director	September 23 - 29, 2023	Madison, WI	AAMVA Board of Directors meeting/AIC		\$2,500.00	Paid by AAMVA
Vanessa Newton Bernard	Associate Director	September 25-29, 2023	Madison, WI	AAMVA International Conference	\$600.00		
Gledion Goci	Investigator	September 25-29, 2023	Madison, WI	AAMVA International Conference	\$1,401.00	\$873	Hotel paid by AAMVA
Erica Zimmerman	Supervisor	September 25-29, 2023	Madison, WI	AAMVA International Conference	\$1,388.00	\$873	Hotel paid by AAMVA
Christopher Dina	Management Analyst	September 25-29, 2023	Madison, WI	AAMVA International Conference	\$1,388.00	\$1,112	Hotel paid by AAMVA
Raja Bandla	Manager	September 25-29, 2023	Madison, WI	AAMVA International Conference	\$1,388.00	\$873	Hotel paid by AAMVA
Lisa Payne	HR Specialist	September 27-28, 2023	Online	ADA Workshop	\$545.00		

**FY23 FY24 - Travel Training Expenses (thru Dec 2023)**

					<b>Total FY23:</b>	<b>62,951.56</b>	<b>49,021.21</b>	<b>111,972.77</b>
<b>Name of Traveler</b>	<b>Position Title</b>	<b>Dates of Travel or Training</b>	<b>Location</b>	<b>Purpose</b>	<b>District Expenditures</b>	<b>Other Expenditures</b>	<b>Additional Notes</b>	
<b>FY24</b>								
Jeanette Pinnix	Executive Assistant	October 17-21, 2023	Las Vegas, Nevada	Admin Excellence Conference	\$3,750.00			
David Glasser	General Council	October 17-20, 2023	Pittsburgh, PA	AAMVA Autonomous Veh Subcommittee Meeting		\$1,351.00	Paid by AAMVA	
Gabriel Robinson	Director	October 18-21, 2023	New York, NY	Vision Zero Cities Conference	\$2,367.97			
Marquis Miles	Driver Services Administrator	October 18-21, 2023	New York, NY	Vision Zero Cities Conference	\$2,210.97			
Brigid Anderson-Snipe	Management Analyst	October 18-21, 2023	New York, NY	Vision Zero Cities Conference	\$2,351.00			
David Glasser	General Council	October 23-27, 2023	Pittsburgh, PA	AAMVA Autonomous Veh Subcommittee Meeting		\$894.00	Paid by AAMVA	
Jacinta Ball	Manager	October 24-27, 2023	Philadelphia, PA	AAMVA State to State User Group Meeting		\$1,215.27	Paid by AAMVA	
Marquis Miles	Driver Services Administrator	October 24-27, 2023	Philadelphia, PA	AAMVA State to State User Group Meeting		\$1,215.27	Paid by AAMVA	
Aaran Lurry	CDL Program Coordinator	October 24-27, 2023	Philadelphia, PA	AAMVA State to State User Group Meeting	\$1,215.27			
Montii Osei-Djan	HR Specialist	November 14, 2023-Jan 16, 2024	Online	SHRM CP and Certification Prep.	\$1,595.00			
Gabriel Robinson	Director	November 14-16, 2023	Montreal, Qubec Canada	Region I Board of Directors meeting/Administrator/Lae Eforcement Roundtable		\$1,747.00	Paid by AAMVA	
Calvin Dysin	Manager	December 11-14, 2023	Virtual	AAMVA IDEC/TMS Joint Meeting		\$1,155.00	Paid by AAMVA	
					<b>Total FY24:</b>	<b>\$13,490.21</b>	<b>\$7,577.54</b>	

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

**Administrative Issuance System**

**DC DMV Administrative Order No. SECOND AMENDED 2015-010**

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**SUBJECT: DC DMV Guidelines for Implementation of Employee Telework Program**

The D.C. Department of Motor Vehicles (DC DMV) has implemented the DCDMV internal telework program, which is not intended to replace or contravene any statute governing this subject under the District of Columbia Government Comprehensive Merit Personnel Act of 1978 (CMPA), effective March 3, 1979 (D.C. Law 2-139; D.C. Official Code § 1-601.01 et seq.); Chapter 12, *Hours of Work, Legal Holidays, and Leave*, of Title 6 of the District of Columbia Municipal Regulations (DCMR); any other personnel regulation in the DCMR; or any provision in the Electronic District Personnel Manual (EDPM). The program, as offered by DC DMV, is a telework option, which includes up to two days of off-site work, from home, per pay period. Other options of the DC government program, such as Compressed Work Schedule (CWS) or flexible schedules which are different on a day-by-day basis, can be offered only with explicit agreement from the agency Director.

This is a voluntary program, which allows employees some flexibility with their work schedule. No one will be pressured or required to participate. Management has the right to deny a request to participate in the program or remove anyone from the program if it impacts effective operation of the unit or operational staffing levels. Management may deny an employee's Telework request if the employee does not meet the eligibility requirements below.

**EMPLOYEE ELIGIBILITY**

To participate in this program, DC DMV employees must meet the following requirements:

- Employed by the District Government for at least a consecutive 6 months
- Satisfactory performance
  - No disciplinary action in the last six months (not including admonitions)
  - Not on a Performance Improvement Plan (PIP)
  - Received an overall rating of three (3) or better on his/her performance evaluation during the rating period prior to the request
- No leave issues (by which the union was notified in the case of a unionized employee)
  - A pattern of tardiness
  - A pattern of excessive instances of unscheduled leave or LWOP
  - Is not on or has not been on leave restriction within the last six months
- No AWOL in last six months

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

**Administrative Issuance System**

**DC DMV Administrative Order No. SECOND AMENDED 2015-010**

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**PROCEDURES**

- Administrators establish the number of available slots for each service area, the days of the week and tour of duty for participating in telework.
- Employees may request and be granted the choice of telework days/cycle based on seniority in District government by location/unit.
- The assigned telework day cannot run consecutive with the beginning or ending of the employee's work week (i.e., Mondays and Fridays are not eligible as standard telework days if the employee works a Monday thru Friday schedule) without an express written waiver by the Director.
- Employees with existing Alternative Work Schedules (AWS) are not eligible for telework.
- If an employee on telework is transferred as part of a job change or rotation to another location, he/she may be required to modify their telework schedule depending on the available slots at the new location.
- In the case of Government wide closures, telework employees should follow the instructions recorded on the employee hotline.
- When entering time or requesting leave, an employee on telework must submit leave based on his/her telework schedule, e.g., a request to be off on a scheduled '9' hour day will be 9 hours of leave, on an '8' hour day it will be 8 hours of leave.
- In accordance with the Union Contract, Compensation Units 1 and 2, Article 7: *Overtime Rate* "...compressed time schedules which exceed eight (8) hours in a day or 40 hours in a week to be deemed the employee's regular tour of duty, and not be considered overtime within the confines of the specific compressed work schedule.
- If an employee is unable to work due to illness or dependent care responsibilities, the employee must take appropriate leave.
- Supervisors may require the teleworker to come to the office if circumstances, such as a power failure or weather-related emergency, prevent the employee from working at the telework site.



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

**Administrative Issuance System**

**DC DMV Administrative Order No. SECOND AMENDED 2015-010**

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- Employees and supervisors must observe all pertinent time and attendance, leave, and pay regulations when a telework day is established. Overtime and compensatory time, or exempt time off, are to be approved in advance using existing procedures.
- Teleworker will be required to travel to the office at any time on a telework day. If required to come to work, there will be no substitute telework day.
- Employees requesting to work a telework schedule shall complete the associated form(s) for approval. The form shall be signed by the employee and requires the approval of the employee's supervisor, and the Director.
- An employee must submit a written request to the supervisor to end participation in the telework program and return to the standard work schedule. When returning to a standard work schedule, the effective date must be at the start of a pay period.
- To the extent that there is a conflict between or among provisions in the terms of any collective bargaining agreement (CBA), D.C. personnel regulations, the E-DPM, and/or this administrative issuance, the provisions of the CBA shall control for employees covered by the CBA.

**COMMUNICATION**

- In order to maintain close communications and standards of professionalism while working from an alternative worksite, the telework employee shall:
  - Receive advance approval from their manager, and supervisor of any change in their confirmed telework schedule
  - Be available to manager, coworkers, and customers by telephone and email during tour of duty.
  - Return calls and emails in a timely manner (within a 30-minute range)
  - Answer the telephone using government standards during core hours.
- The employee will maintain contact with their work unit and colleagues, including meeting attendance (by phone or in-person) on telework days when requested to do so by their manager.
  - If required to come to work, it will be for the entire tour of duty.

**SAFETY**

- The teleworking employee is covered under the District's Workers' Compensation Law for injuries occurring in the course of the actual performance of official duties at the alternate work site.

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

**Administrative Issuance System**

**DC DMV Administrative Order No. SECOND AMENDED 2015-010**

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- The teleworking employee, or someone acting on the teleworking employee's behalf, shall immediately notify the teleworking employee's immediate supervisor of any incident or injury that occurs at the alternate work site, while performing official duties.
- The agency and the telework employee's immediate supervisor should then follow the agency's policies regarding the reporting of injuries for employees injured while at work.
- The agency is not liable for damages to the teleworker's personal or real property while the Teleworker is working at the alternative work site, except to the extent the agency is finally adjudicated to be liable under District of Columbia Law.

**INFORMATION SECURITY**

- In order to maintain optimal information security, teleworkers must ensure the following:
  - The protection of the agency's data on hardcopy, or on portable devices from theft, loss, or unauthorized access during transit and at the alternate worksite.
  - Sensitive information in hardcopy form is returned to the office or shredded.
  - The employee agrees to follow the organization's guidelines pertaining to the handling of public records.

**TERMINATION**

The telework agreement is not a guarantee and can be terminated at any time by either DMV, or the employee. A telework agreement may never be allowed to continue uninterrupted if it is detrimental to work quality, customer service, and the work unit, of the organization. In such situations, the manager will make a good faith effort to work with the employee to resolve the situation, but if the problem cannot be resolved, the manager has a responsibility to terminate the agreement.

Termination of the telework agreement should be made for sound business reasons which the employee is entitled to know. In the event of termination of the agreement, the employee will be notified and provided the reason(s) for the termination in writing.

DMV will not be responsible for costs, damages, or losses to the employee resulting from the termination of the agreement.

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF MOTOR VEHICLES

Administrative Issuance System

DC DMV Administrative Order No. SECOND AMENDED 2015-010

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**EFFECTIVE DATE**

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

  
\_\_\_\_\_  
Gabriel Robinson, Director D.C. Department of Motor Vehicles

10/26/2021  
Date

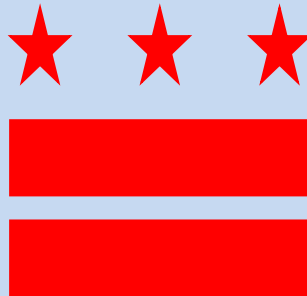
Attachment: Telework Agreement Form



DMV TELEWORK ELIGIBILITY MATRIX (UPDATED October 1, 2021)		
POSITION	TELEWORK ELIGIBLE	NOTES/CONDITIONS/COMMENTS
ACCOUNTING TECH	YES	
Adjudication Services Administ	YES	
AGENCY FISCAL OFFICER	YES	
Appeals Board Member	YES	
Assoc Dir for Admin Svcs	YES	
ATTORNEY ADVISOR	YES	Must confirm resources to work remotely are available (i.e. technology, hardware and access to email and required legal resources)
Budget Officer	YES	
Chief Hearing Examiner	YES	
Chief Information Officer	YES	
Communications Specialist	YES	
Correspondence Mgmt. Specialist	YES	
Deputy Director	YES	
Director	YES	
DISPUTE RESOLUTION SPEC	NO	Assuming that the disputes are customer based, this position would not be eligible.
DRIVER LICENSE EXAMINER MVO	NO	Driver licenses being handled from an external location can cause significant risk in regards to integrity, theft and fraud.
DRIVER SVCS ADMIN	YES	
Equipment Repairer	NO	Equipment required for repair is located on-site.
Executive Assistant	YES	
HEARING EXAMINER	YES/NO	Yes: If the Hearing Examiner has the resources to process mail adjudication decisions remotely. No: If the Examiner's teleworking will have an impact on ability to provide adequate coverage for in-person hearings. No: If the Examiner's position is strictly dedicated to in-person hearings.
Hearing Support Manager	YES	Yes: Specifically under the condition that on-site management is arranged and confirmed in place on their telework day; and must confirm resources to work remotely are available (i.e. technology, hardware and access to email)
Human Resources Specialist	YES	
INFO TECH SPEC	YES	
Information Tech Spec Sys Adm	YES	
Information Technology Specialist	YES	
Investigator	YES	
IRP Program Coordinator	YES	
IT Project Manager (GIS)	YES	
IT Spec (Application Software)	YES	
IT Specialist (CUSTSPT)	YES	
LABORER	NO	Position is a physical, on-site position, which cannot be performed anywhere but on-site.
Lead Legal Instrum. Exam (DMV)	NO	Position requires the administration of documents/products that must be secure. Telework could possibly hinder the integrity of operations.
Lead Motor Vehicle Inspector	NO	Position requires on-site interface with customers and their vehicles, and staff, which cannot be performed remotely
Legal Instrument Examiner (DMV)	NO	Position requires the administration of documents/products that must be secure. Telework could possibly hinder the integrity of operations.
Management Analyst	YES	
Motor Vehicle Inspector	NO	Position requires on-site interface with customers and their vehicles, which cannot be performed remotely.
Program Coordinator (IID)	YES	
Program Coordinator (NMVTIS)	YES	
Program Coordinator (ODIS)	YES	
Public Information Officer	YES	
QUALITY RGM OFFICER	YES	
REVENUE OFFICER	YES	
Service Center Manager (DMV)	YES/NO	Yes: Specifically under the condition that on-site management is arranged and confirmed in place on their telework day; and must confirm resources to work remotely are available (i.e. technology, hardware and access to email)
Special Projects Officer	YES	
STAFF ASSISTANT	NO	Position requires on-site phone coverage that may not be applicable from a remote location or home.
SUPERVISORY TRIAL ATTORNEY	YES	
Supervisory Hearing Examiner	YES/NO	Yes: Specifically under the condition that on-site management is arranged and confirmed in place on their telework day; and must confirm resources to work remotely are available (i.e. technology, hardware and access to email)
Supervisory Information Tech	YES	
Support Services Assistant	NO	Position requires the management of supplies, inventory, and interface with on-site staff.
Support Services Manager	YES/NO	Yes: Specifically under the condition that on-site management is arranged and confirmed in place on their telework day; and must confirm resources to work remotely are available (i.e. technology, hardware and access to email)
Support Services Specialist	NO	Position requires the management of supplies, inventory, and interface with on-site staff.
Supr Legal Instrument Examiner	NO	Position requires the administration of documents/products that must be secure. Telework could possibly hinder the integrity of operations.
Supr Motor Vehicle Inspector	NO	Position requires on-site interface with customers and their vehicles, and staff, which cannot be performed remotely.
Ticket Ombudsman	YES	
Training Specialist	YES	
Vehicle Management Specialist	YES	
Vehicle Services Administrator	YES	

# CONTINUITY OF OPERATIONS (COOP) PLAN

District of Columbia Department of Motor  
Vehicles



January 8, 2024

*Developed in partnership with:*



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## Director Signature Page

**To:** All District of Columbia Department of Motor Vehicles Personnel  
**From:** Gabriel Robinson, Director  
**Date:** March 6, 2023  
**Subject:** District of Columbia Department of Motor Vehicles Continuity of Operations Plan

I hereby authorize the use of the following Continuity of Operations (COOP) Plan as the operational plan for responding to emergencies within District of Columbia Department of Motor Vehicles

The information contained in this document is confidential. The disclosure of some or all of the information in this plan could compromise the safety and privacy of District of Columbia Department of Motor Vehicles personnel and the security of District of Columbia Department of Motor Vehicle's essential equipment, services, and systems. Therefore, disclosure is strictly prohibited. The contents are not to be disclosed or duplicated, in whole or in part, without the consent of myself or my designee. This document contains personal and sensitive information and its use is for emergency response and recovery purposes only.

March 6, 2023

\_\_\_\_\_  
District of Columbia Department of Motor Vehicles,  
Director

Date

## **Executive Summary**

### **FULFILLMENT of MISSION**

Under all circumstances, the District of Columbia Department of Motor Vehicles must fulfill its mission to provide excellent customer service and to promote public safety by ensuring the safe operation of motor vehicles. While the impact of a crisis on District of Columbia Department of Motor Vehicles itself cannot be predicted, planning for operations under such conditions can reduce the impact of the emergency on its people, facilities, and mission and help District of Columbia Department of Motor Vehicles perform its key functions.

### **PERFORMANCE of KEY FUNCTIONS**

This Continuity of Operations (COOP) Plan provides for resuming and sustaining key functions as soon as possible during and after a localized, District-wide, or catastrophic emergency affecting District of Columbia Department of Motor Vehicles. The COOP plan enables District of Columbia Department of Motor Vehicles to resume key functions as soon as possible after the emergency event and to sustain them for up to 30 days.

### **ACTIVATION**

The District of Columbia Department of Motor Vehicles Director has the authority to activate this COOP plan. As soon as emergency response personnel have minimized injury, loss of life, and property damage to District of Columbia Department of Motor Vehicles, this COOP plan should be implemented.

### **NOTIFICATION and RELOCATION**

If the District of Columbia Department of Motor Vehicles Director decides to activate the COOP plan, due to reduced operational capacity, or if a District of Columbia Department of Motor Vehicles primary facility becomes unavailable, a message of the COOP plan activation will be disseminated through the usual chain of command. Administrative heads are responsible for ensuring that all District of Columbia Department of Motor Vehicles personnel within their administrations are aware of the COOP plan activation. The activation message will also include instructions on relocation to an alternate facility.

### **COOP PERSONNEL**

This COOP plan identifies COOP personnel within every District of Columbia Department of Motor Vehicles administration who are responsible for carrying out key functions. COOP personnel will relocate to their pre-designated alternate facility to carry out key functions, should their primary facility become unusable. Non-COOP personnel are expected to remain in a safe location and await further instructions from their supervisors.

## ORDER OF SUCCESSION

District of Columbia Department of Motor Vehicles will implement the following Order of Succession for its executive leadership:

1. **Director**
2. **Deputy Director**
3. **Associate Director**

See Order of Succession section for orders of succession for positions within each District of Columbia Department of Motor Vehicles administration.

## ALTERNATE FACILITIES

Should a primary District of Columbia Department of Motor Vehicles facility become unusable or inaccessible, District of Columbia Department of Motor Vehicles COOP personnel will relocate to a pre-designated Alternate Facility.

<b>Primary Administration Facility</b>	<b>Alternate Facility</b>
95 M St SW	4525 Benning Road SE
	2350 Washington Place NE

## RECONSTITUTION

Once District of Columbia Department of Motor Vehicles is able to resume normal operations and primary facilities have been restored to operational capacity, each District of Columbia Department of Motor Vehicles administration will reconstitute. The Director, or her designee, will decide, based on the circumstances, the order and schedule of each administration's return to normal operations. If any facility cannot become operational, the affected administrations should operate from their alternate facility until a viable permanent location is determined.

## EXERCISES and MAINTENANCE

This COOP Plan is a living document; thus, staff must perform training and exercises on the plan and its contents to keep it current and effective. This plan identifies a timeline and entities that must perform this maintenance regularly.

## QUESTIONS?

The Associate Director is responsible for coordinating the implementation of this COOP plan. Should you have questions regarding any aspect of this plan, please contact:

Vanessa Bernard  
202-729-7020  
[Vanessa.Newton@dc.gov](mailto:Vanessa.Newton@dc.gov)



# Emergency Response Decision Matrix

**Facility or Environmental incident occurs.**

**BUILDING EMERGENCY RESPONSE PLAN IS ACTIVATED**

1. Onsite staff calls 911, if necessary.
2. Onsite staff implements Building Emergency Response Plan (e.g. evacuation plans or shelter-in-place), dependent on the nature of the incident.
3. Onsite staff notifies Director and Risk Manager.

**Will the incident close the facility or affected area for an extended period?**

**YES**

**NO**

**DIRECTOR OR SUCCESSOR ACTIVATES THE COOP PLAN**

*(For details, refer to "Phase I – Activation" section of the COOP plan)*

1. Director consults advisors and other personnel with knowledge of the incident.
2. Determine likely impact on operations.
3. Activate COOP plan.

**COOP PLAN IS NOT ACTIVATED**

Resume normal operations after all clear is given for reentry of facility or affected area.

**DIRECTOR OR DESIGNEE INITIATES NOTIFICATION PROCEDURES TO ALERT PERSONNEL OF COOP PLAN ACTIVATION**

1. Leadership personnel notify everyone within their area of responsibility.
2. Agency notifies external partners, as appropriate.
3. Agency notifies HSEMA of incident and COOP plan activation.
4. Public Information Officer notifies EOM Office of Communications of incident and COOP plan activation.

**DIRECTOR ORDERS RELOCATION OF AFFECTED FACILITY TO ALTERNATE FACILITY, IF NECESSARY**

1. Director or designee notifies alternate facility to prepare for the relocation and the arrival of COOP Personnel.
2. Implement relocation procedures.

**CARRY OUT KEY FUNCTIONS**

*(For details, refer to "Phase II – COOP Operations" section of the COOP plan on information regarding key functions, critical processes, orders of succession, vital records, vital equipment, and alternate facilities)*

1. Carry out only key functions for the duration of COOP plan activation.
2. Suspend all non-key functions for duration of the COOP plan activation.
3. COOP Personnel carry out key functions. Non-COOP Personnel await further instructions.
4. Update agency Personnel, PIO, EOM, HSEMA, and partners throughout the event, as appropriate.

**Has the primary facility been deemed safe for reoccupation and suitable for normal operations?**

**YES**

**NO**

**RECONSTITUTE**

*(For details, refer to information in "Phase III – Recovery" within the COOP plan)*

1. Director implements reconstitution procedures.
2. Leadership notifies all personnel within their areas of responsibility that COOP plan activation has ended.
3. All personnel (both COOP and non-COOP) return to their primary facilities,
4. Resume normal operations.
5. Agency prepares After-Action Report, if necessary.
6. Update COOP plan, if necessary.

**MAINTAIN COOP ACTIVATION**

1. Continue COOP plan activation.
2. Continue performing only key functions until the incident has ended.

## Introduction

The District of Columbia Department of Motor Vehicles (DC DMV) is a cabinet-level agency within the District of Columbia, under the direction of the Mayor of the District of Columbia. The mission of the Department of Motor Vehicles is to and to promote the safe operation of motor vehicles and public safety, while providing excellent customer service.

If DC DMV operations are disrupted, they must efficiently and effectively resume. In light of the necessity for continuously performing key functions, the DC DMV has developed this Continuity of Operations (COOP) Plan, which supports the District Response Plan (DRP) and any DC DMV internal Emergency Operating Procedures, such as any evacuation plans, Designated Assembly Areas, and Shelter-in-Place plans. The information contained within this COOP Plan is relevant for DC DMV personnel and contractors, as it provides the guidance they will follow during an event that impacts the agency's ability to function. The information contained within the COOP Plan is available only to personnel with a need to know, such as those employees who would respond to a COOP team deployment, and other key DC DMV, District, and federal government personnel deemed necessary to know.

### Purpose

The purpose of establishing a COOP Plan for DC DMV is to ensure the continuity of key organizational functions after a disaster. The plan is an "all-hazards" plan, meaning it will allow the agency to continue its key functions after any type of emergency, large or small. The key purposes of this COOP Plan are to:

1. Ensure continuous performance of and mitigate disruptions to key functions and operations;
2. Identify COOP personnel responsible for carrying out key functions;
3. Ensure the succession of DC DMV leadership, if required, on a temporary basis, and maintain or re-establish control and direction of DC DMV;
4. Identify vital records, databases, systems and equipment needed to carry out key functions;
5. Identify alternate facilities which may be used to carry out key functions if a primary facility becomes unusable; and
6. Achieve a timely and orderly recovery from the emergency and resumption of normal operations.

## **Applicability and Scope**

The provisions of this COOP plan are applicable to all DC DMV administrations:

This plan applies to all manmade and natural emergencies and threats. The plan provides for resuming the DC DMV key functions as soon as possible after an emergency and sustaining these functions for a period of up to 30 days.

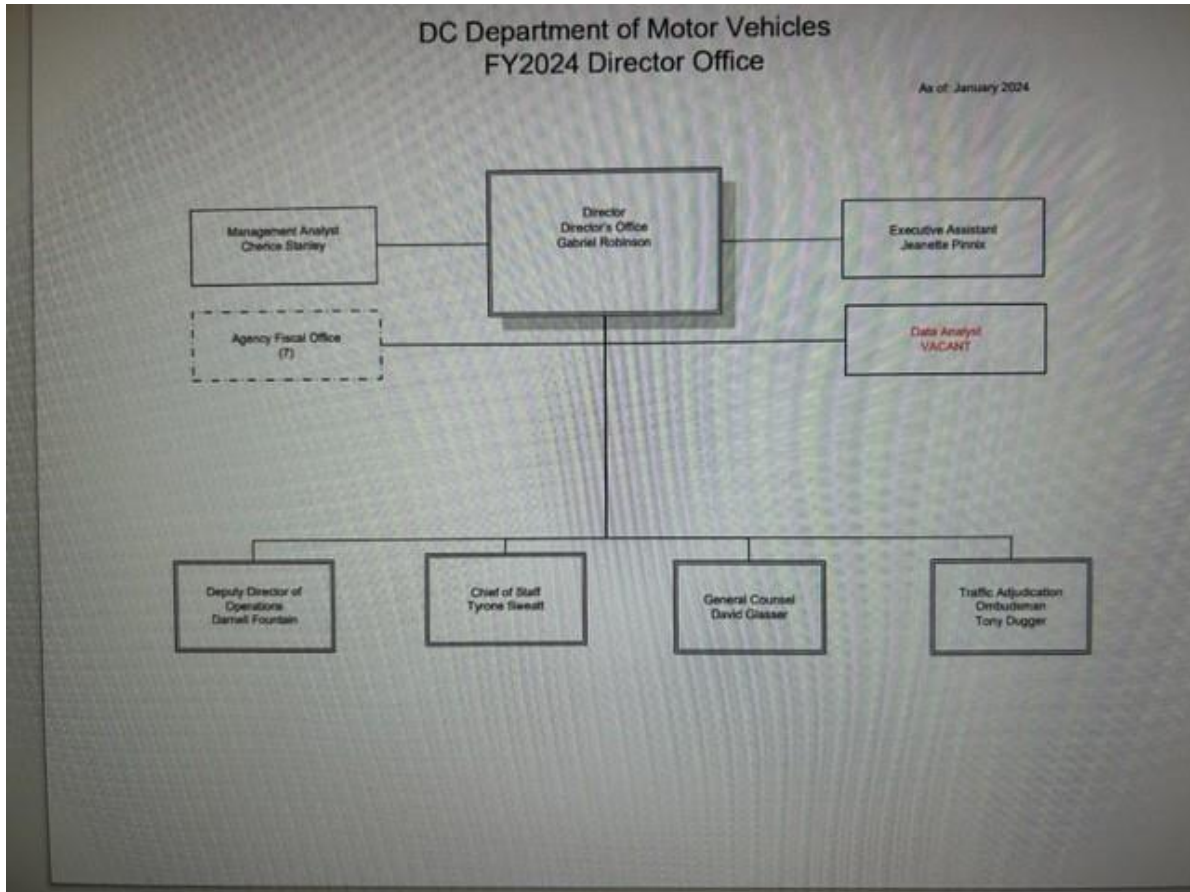
In addition, this plan addresses the issues related to recovery after COOP activation and provides detailed plan maintenance procedures.

## **How to Use This Plan**

The plan is organized into three major sections which are labeled **Phase I: Activation**; **Phase II: COOP Operations**; and **Phase III: Recovery**. Following these sections is a section on **Exercise and Maintenance of COOP Plan**. The Plan concludes with an **Appendix**.

# Agency Organizational Chart

The DC DMV is headed by the Director and organized into the following administrations:



## Concept of Operations

The District of Columbia has adopted five operation levels to classify the estimated impact of an emergency event on the operations of the District government. To determine an operational level, the District of Columbia Homeland Security and Emergency Management Agency (HSEMA) makes an initial determination of emergency event impact. As information about an incident is gathered and the situation is better understood, the level may be modified.

**OPERATION LEVEL 1:** Level one is the nominal posture of District agencies as they carry out daily activities, in the absence of an emergency situation, to ensure readiness. During the course of normal operations, agencies are engaged in preparedness, training, and exercise activities to ensure continual readiness.

*Actions:*

- Review/update agency emergency plans.
- Check emergency equipment and supplies.
- Train personnel and conduct drills.

**OPERATION LEVEL 2:** Level two is triggered by a small event or the potential for a small event requiring the response of a few District agencies. A level two event would consist almost entirely of field operations and command without an area command supporting the event at the Emergency Operations Center.

*Examples:*

- Two-alarm fire.
- Severe weather watch (e.g. tornado, snow, thunderstorm, flash flooding etc.).
- Minor civil unrest with minor incidents.

*Actions:*

- HSEMA provides regular status alerts on the threats.
- Agencies review their emergency plans.
- Agencies check emergency equipment and supplies.
- Work shifts of emergency crews may need to be extended.

**OPERATION LEVEL 3:** Level three is typically triggered by an event or threat that requires most or all District agencies to respond or prepare to respond to a localized event that threatens life, property, or the environment. A level three event consists almost entirely of field operations and command without an area command supporting the event at the Emergency Operations Center.

*Examples:*

- Severe weather.
- Special event or demonstrations.
- HAZMAT response for a small population.

*Actions:*

- HSEMA provides regular status alerts.
- HSEMA alerts those District agencies and ESFs that would need to take action if the event or threat escalates.

**OPERATION LEVEL 4:** Level four is triggered by highly probable hazardous conditions and a strong potential for property damage or loss of life. A level four event or threat could have regional implications and might stretch the District's resources.

*Examples:*

- Significant power outage.
- Major snow event.

*Actions:*

- All ESF primary agencies are notified.
- The EOC is activated and staffed with HSEMA personnel and the necessary ESF representatives.

**OPERATION LEVEL 5:** Level five is triggered by highly probable hazardous conditions that are imminent or occurring. A level five event is likely to have regional implications and will likely require a request for regional or federal resources to support the District's response.

*Examples:*

- Terrorist incident.
- Hurricane force winds and flooding.

*Actions:*

- The EOC is on full activation with 24-hour staffing by HSEMA personnel and all necessary ESF Liaison Officers.
- All primary and support agencies under the District Response Plan are notified.
- A full activation of the Consequence Management Team is required.

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# **PHASE I ACTIVATION**



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## Activation and Notification Procedure

This section provides the overview of how individuals within DC DMV will be notified that the COOP Plan has been activated.

*Please note that COOP implementation occurs only after the response to emergency has been initiated and the situation has been stabilized. For details on emergency response, please refer to relevant DC DMV policies on building evacuation, designated assembly areas, shelter-in-place, etc.*

The **DC DMV Director** has the authority to activate the COOP plan.

A COOP plan activation communication will come down the DC DMV chain of command. Administration heads will be responsible for ensuring that all personnel within their administrations are aware of the COOP plan activation.

All available technologies and methods will be used to alert DC DMV personnel of a COOP plan activation, including:

- Phone notification
- DMV Hotline
- Email
- Face-to-face communication
- Service Integrity Alerts

Once all DC DMV personnel are notified of the COOP activation, only key functions will be performed. All non-key functions will be suspended until operational capacity allows for their resumption.

Additionally, COOP personnel will relocate to their pre-designated alternate facility should their primary place of work be unusable.

All non-COOP personnel are expected to remain in a safe location and be available to receive communications and instructions from their supervisors. Non-COOP personnel may be called on to support COOP personnel in performing key functions.

## COOP Personnel

- Persons designated as COOP Personnel are responsible for carrying out key functions during a COOP activation.
- Personnel on this list, with the exception of the Director, may be required to remain home and on call in the event the COOP is activated.
- Personnel not on this list may be required to report home during a COOP activation and await further instructions.

COOP Personnel for each DC DMV administration are identified below:

### OFFICE OF THE DIRECTOR

Title	Name	Contact Information
<b>Director</b>	Gabriel Robinson	202-729-2200 (office) 202-657-2747 (cell)

### OFFICE OF THE DEPUTY DIRECTOR

Title	Name	Contact Information
<b>Deputy Director</b>	Darnell Fountain	202-729-7003 (office) 202-731-6118 (cell)

### OFFICE OF THE VEHICLE SERVICES ADMINISTRATOR

Title	Name	Contact Information
<b>Associate Director</b>	Vanessa Newton Bernard	202-729-7020 (office) 202-531-5708 (cell)

### OFFICE OF THE DRIVERS SERVICES ADMINISTRATOR

Title	Name	Contact Information
<b>Drivers Services Administrator</b>	Marquis Miles	202-729-7001 (office) (cell)

**OFFICE OF THE ADJUDICATION SERVICES ADMINISTRATOR**

<b>Title</b>	<b>Name</b>	<b>Contact Information</b>
<b>Adjudication Services Administrator</b>	Wanda Butler	202-719-0712 (office) 202-391-7053 (cell)

**OFFICE OF THE CHIEF INFORMATION OFFICER**

<b>Title</b>	<b>Name</b>	<b>Contact Information</b>
<b>Chief Information Officer</b>	Amit Vora	202-729-7110 (office) 703-596-4148 (cell)

**OFFICE OF THE AGENCY FISCAL OFFICER**

<b>Title</b>	<b>Name</b>	<b>Contact Information</b>
<b>Agency Fiscal Officer</b>	Currently vacant	

## Relocation Procedure

Should primary facilities become damaged or inaccessible, DC DMV administrations will relocate to pre-designated alternate facilities.

All administrations will relocate to their alternate facilities pursuant to the procedure described below:

### Relocation Procedure:

1. When it is determined that relocation is to occur, Administrators or their designee should notify the designated alternate facility to expect the relocation of their administration(s).
2. COOP personnel must report to the alternate facility as soon as possible in order to resume key functions.
3. The Administration Heads must ensure that all members of the COOP personnel are accounted for and are prepared to resume the administration's key functions at the alternate facility.
4. Each Administrator should notify the DC DMV Director once all their COOP personnel have reported to their alternate facility.
5. All personnel should take along Go-Kits containing vital records, vital equipment, and personal items (e.g. water, snacks, medicines, etc.) that they may need at the alternate facility.
6. Specific instructions on relocation should be provided by Administration Heads at the time of activation.
7. Non-COOP personnel present at DC DMV at the time of an emergency notification will be directed to proceed to their homes to await further instructions.
8. At the time of notification, any available information regarding routes that should be used to depart the DC DMV facility or other appropriate safety precautions will be disseminated.

# **PHASE II COOP OPERATIONS**

## Key Functions

**Definition:** Key functions are agency functions that may not be interrupted or deferred by an emergency. The COOP plan allows the agency to resume key functions as soon as possible and maintain them for up to 30 days, following an emergency.

The key functions for each DC DMV administrations are listed below:

### OFFICE OF THE DIRECTOR

**Overall Responsibility:** The Office of the Director is responsible for the oversight and management of the entire Agency.

Key Function	Priority	Critical Processes	Personnel/Resource Requirements
<b>Provide guidance and oversight of DMV operations.</b>	1	<ul style="list-style-type: none"> <li>• Daily interaction with all aspects of DMV functions.</li> </ul>	<ul style="list-style-type: none"> <li>• Director</li> </ul>

### OFFICE OF THE ASSOCIATE DIRECTOR

**Overall Responsibility:** Provide support services for DMV staff and facilities.

Key Function	Priority	Critical Processes	Personnel/Resource Requirements
<b>Facilities Management</b>	2	<ul style="list-style-type: none"> <li>• Daily upkeep and maintenance of all DMV locations</li> </ul>	<ul style="list-style-type: none"> <li>• Associate Director</li> </ul>
<b>Law Enforcement Liaison</b>	2	<ul style="list-style-type: none"> <li>• Interact with law enforcement for cases and subpoena compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Associate Director</li> </ul>
<b>Procurement and contract</b>	3	<ul style="list-style-type: none"> <li>• Daily review of Agency expenditures and contract reviews.</li> </ul>	<ul style="list-style-type: none"> <li>• Associate Director</li> </ul>

## OFFICE OF THE VEHICLE SERVICE ADMINISTRATOR

**Overall Responsibility:** Issuance of DC vehicle titles, registrations and inspections.

Key Function	Priority	Critical Processes	Personnel/Resource Requirements
Issuance of DC vehicle titles and registration.	2	<ul style="list-style-type: none"><li>Transaction must be processed according to DMV guidelines and titles and registrations must be printed and mailed.</li></ul>	<ul style="list-style-type: none"><li>Vehicle Services Administrator</li></ul>

## OFFICE OF THE DRIVERS SERVICES ADMINISTRATOR

**Overall Responsibility:** Issuance and renewals of DC drivers licenses and identification cards.

Key Function	Priority	Critical Processes	Personnel/Resource Requirements
Issuance of DC Licenses and Identification Cards.	2	<ul style="list-style-type: none"><li>Transaction must be processed, identity verified and DC License or Identification Card printed.</li></ul>	<ul style="list-style-type: none"><li>Driver Services Administrator</li></ul>

## OFFICE OF THE ADJUDICATION SERVICES ADMINISTRATOR

**Overall Responsibility:** The adjudication and collection of traffic citations issued by the District of Columbia.

Key Function	Priority	Critical Processes	Personnel/Resource Requirements
Adjudication of DC traffic and parking citations	2	<ul style="list-style-type: none"><li>Hearing examiner reviews evidence and testimony from respondents and witnesses and renders decision on case.</li></ul>	<ul style="list-style-type: none"><li>Adjudication Services Administrator</li></ul>
Collection of revenue from DC tickets	3	<ul style="list-style-type: none"><li>Mail and internet processing of tickets.</li></ul>	<ul style="list-style-type: none"><li>Adjudication Services Administrator</li></ul>



**OFFICE OF THE CHIEF INFORMATION OFFICER**

**Overall Responsibility:** The maintenance and procurement of all information technology systems and equipment.

<b>Key Function</b>	<b>Priority</b>	<b>Critical Processes</b>	<b>Personnel/Resource Requirements</b>
<b>IT Help Desk</b>	2	<ul style="list-style-type: none"><li>Respond to information technology maintenance issues from DMV employees.</li></ul>	<ul style="list-style-type: none"><li>Chief Information Officer</li></ul>

**OFFICE OF THE AGENCY FISCAL OFFICER**

**Overall Responsibility:** The formulation and management of the budget and revenue collections.

<b>Key Function</b>	<b>Priority</b>	<b>Critical Processes</b>	<b>Personnel/Resource Requirements</b>
<b>Formulation of annual DMV budget</b>	3	<ul style="list-style-type: none"><li>Agency Fiscal Officer coordinates with program staff to create each year's annual budget based on agency project requirements.</li></ul>	<ul style="list-style-type: none"><li>Agency Fiscal Officer</li></ul>
<b>Processing of revenue from DC tickets</b>	3	<ul style="list-style-type: none"><li>Ensures ticket revenue is properly accounting for in the city's financial system.</li></ul>	<ul style="list-style-type: none"><li>Agency Fiscal Officer</li></ul>

## Orders of Succession

**DEFINITION:** The Order of Succession establishes an automatic transfer of leadership authority from a primary position holder to a successor should the primary position holder become unavailable or incapacitated.

Orders of Succession for each DC DMV administration are listed below.

### OFFICE OF THE DIRECTOR

Position	Successor 1	Successor 2	Triggers that activate successor's authority	Limitations on successor's authority	How and when is successor's authority terminated?
Director	Deputy Director	Associate Director	Absence or Incapacitation	None	Formal notification

### OFFICE OF THE DEPUTY DIRECTOR

Position	Successor 1	Successor 2	Triggers that activate successor's authority	Limitations on successor's authority	How and when is successor's authority terminated?
Deputy Director	Associate Director	Support Services Manager	Absence or Incapacitation	None	Formal notification

**OFFICE OF THE VEHICLE SERVICE ADMINISTRATOR**

<b>Position</b>	<b>Successor 1</b>	<b>Successor 2</b>	<b>Triggers that activate successor's authority</b>	<b>Limitations on successor's authority</b>	<b>How and when is successor's authority terminated?</b>
<b>Vehicle Services Administrator</b>	Management Analyst	Processing Center Manager	Absence or Incapacitation	None	Formal notification

**OFFICE OF THE DRIVERS SERVICES ADMINISTRATOR**

<b>Position</b>	<b>Successor 1</b>	<b>Successor 2</b>	<b>Triggers that activate successor's authority</b>	<b>Limitations on successor's authority</b>	<b>How and when is successor's authority terminated?</b>
<b>Drivers Services Administrator</b>	Benning Ridge Service Center Manager	Rhode Island Service Center Manager	Absence or Incapacitation	None	Formal notification

**OFFICE OF THE ADJUDICATION SERVICES ADMINISTRATOR**

<b>Position</b>	<b>Successor 1</b>	<b>Successor 2</b>	<b>Triggers that activate successor's authority</b>	<b>Limitations on successor's authority</b>	<b>How and when is successor's authority terminated?</b>
<b>Drivers Services Administrator</b>	Chief Hearing Examiner	N/A	Absence or Incapacitation	None	Formal notification

**OFFICE OF THE CHIEF INFORMATION OFFICER**

<b>Position</b>	<b>Successor 1</b>	<b>Successor 2</b>	<b>Triggers that activate successor's authority</b>	<b>Limitations on successor's authority</b>	<b>How and when is successor's authority terminated?</b>
<b>Chief Information Officer</b>	IT Manager	N/A	Absence or Incapacitation	None	Formal notification

**OFFICE OF THE AGENCY FISCAL OFFICER**

<b>Position</b>	<b>Successor 1</b>	<b>Successor 2</b>	<b>Triggers that activate successor's authority</b>	<b>Limitations on successor's authority</b>	<b>How and when is successor's authority terminated?</b>
<b>Agency Fiscal Officer</b>	Budget Officer	Revenue Manager	Absence or Incapacitation	None	Formal notification

## Communications

**Definition:** Communication is the act of gathering and verifying information to notify employees and the public of COOP activation and ensure that leadership has accurate information on which to base decisions.

This section identifies the Public Information Officer who is responsible for disseminating consistent and accurate information to external stakeholders.

The section also identifies emergency communications equipment that will be used by DC DMV personnel to communicate during an emergency.

Communications Objectives:

1. Provide up-to-date information about the effect of the emergency on DC DMV operations.
2. Provide current information on revised or amended DC DMV processes and procedures. Inform the public where necessary. Respond to rumors with accurate information.

### Public Information Officer

The Public Information Officer (PIO) is the single point of contact that is designated to disseminate information to the Incident Command Team, all employees, the media, public and other external stakeholders.

As soon as this COOP plan is initiated, the DC DMV Public Information Officer (PIO) should be contacted, using the contact information below.

The PIO or the DC DMV Director should handle all inquires from the mass media and the public, unless the DC DMV Director provides instructions to the contrary. This will ensure that the public message is consistent and accurate.

### PUBLIC INFORMATION OFFICER (PIO) CONTACT INFORMATION

Position	Name	Contact
Public Information Officer (PIO)	Chiderah Monde	202-729-7098 (office)
Alternate PIO	Vanessa Bernard	202-729-2020 (office)

## **Emergency Communications Equipment**

Emergency Communications Equipment is equipment that may be used to communicate during an emergency. Communications with all stakeholders will be necessary, but may not be available through regular means. Emergency communications equipment should be interoperable and redundant.

Emergency communication equipment must be maintained and tested regularly prior to an emergency occurring. During an emergency, DC DMV personnel must be ready and able to utilize the equipment to communicate.

### **Pre-Emergency**

- Program emergency communications equipment with phone numbers of key internal and external contacts, where possible.
- Train COOP personnel on use of the devices.
- Keep all equipment charged and change batteries regularly, if necessary.

### **During Emergency**

- All DC DMV personnel must be prepared to receive communications at any time.
- Individuals assigned communications equipment tune to the assigned channel to communicate.
- Use plain language to describe the situation in order to avoid confusion.

The following communication equipment may be used during an emergency:

- Email
- Agency-issued cell phone

## Vital Records, Databases, & Systems

**Definition:** Vital records, databases, & systems are records, databases, or systems, regardless of media (paper, microfilm, audio or video tape, computer disks, etc.) that, if damaged or destroyed, would disrupt DC DMV's key functions, cause considerable inconvenience, and require replacement or re-creation at considerable expense.

The Vital Records, Databases, and Systems for each DC DMV administration are listed below:

### OFFICE OF THE DIRECTOR

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
None						

### OFFICE OF THE ASSOCIATE DIRECTOR

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
None						

### OFFICE OF THE VEHICLE SERVICE ADMINISTRATOR

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
Opus	95 M Street, SW	Electronic	Digital	Yes	No	Opus
Envirotest	1001 Half St., SW	Electronic	Digital	Yes	No	Envirotest

**OFFICE OF THE DRIVERS SERVICES ADMINISTRATOR**

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
Destiny	ALL	Electronic	Digital	Yes	No	OCTO

**OFFICE OF THE ADJUDICATION SERVICES ADMINISTRATOR**

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
eTIMS	ALL	Electronic	Digital	Yes	No	Conduent

**OFFICE OF THE CHIEF INFORMATION OFFICER**

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
None						

**OFFICE OF THE AGENCY FISCAL OFFICER**

Name of Vital Record, Database, or System	Location	Format(s) (e.g. paper, electronic, etc)	Backup Method	Accessible Remotely?	Transported by hand to the alternate facility?	Support/Vendor
None						



## Vital Equipment

**Definition:** Vital equipment is equipment that is required to carry out key functions. If the equipment were damaged or destroyed, it would significantly disrupt DC DMV's key functions and require replacement at considerable expense.

Vital Equipment for each DC DMV Administration is listed below:

### OFFICE OF THE DIRECTOR

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
None						

### OFFICE OF THE ASSOCIATE DIRECTOR

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
Title Stock	1000	95 M Street, SW	Yes	Van	N/A	N/A
Registration Stock	1000	95 M Street, SW	Yes	Van	N/A	N/A
Tags	1000	95 M Street, SW	Yes	Van	N/A	N/A

### OFFICE OF THE VEHICLE SERVICE ADMINISTRATOR

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor
None						

**OFFICE OF THE DRIVERS SERVICES ADMINISTRATOR**

<b>Name of Vital Equipment</b>	<b>Quantity Required</b>	<b>Location</b>	<b>Transported by hand to the alternate facility?</b>	<b>Required Resources</b>	<b>Proposed Alternate Equipment</b>	<b>Support/Vendor</b>
None						

**OFFICE OF THE ADJUDICATION SERVICES ADMINISTRATOR**

<b>Name of Vital Equipment</b>	<b>Quantity Required</b>	<b>Location</b>	<b>Transported by hand to the alternate facility?</b>	<b>Required Resources</b>	<b>Proposed Alternate Equipment</b>	<b>Support/Vendor</b>
None						

**OFFICE OF THE CHIEF INFORMATION OFFICER**

<b>Name of Vital Equipment</b>	<b>Quantity Required</b>	<b>Location</b>	<b>Transported by hand to the alternate facility?</b>	<b>Required Resources</b>	<b>Proposed Alternate Equipment</b>	<b>Support/Vendor</b>
None						

**OFFICE OF THE AGENCY FISCAL OFFICER**

<b>Name of Vital Equipment</b>	<b>Quantity Required</b>	<b>Location</b>	<b>Transported by hand to the alternate facility?</b>	<b>Required Resources</b>	<b>Proposed Alternate Equipment</b>	<b>Support/Vendor</b>
None						

Name of Vital Equipment	Quantity Required	Location	Transported by hand to the alternate facility?	Required Resources	Proposed Alternate Equipment	Support/Vendor

## Alternate Facilities

**Definition:** An Alternate Facility is a pre-screened and pre-approved location, other than the primary facility, used to conduct key functions in the event that the primary facility is unavailable.

The Alternate Facilities for each DC DMV administration are listed below:

<b>Administration</b>	<b>Primary Facility</b>	<b>Alternate Facility</b>
<b>Driver/Vehicle Services</b>	95 M St SW	4525 Benning Road SE
<b>Driver/Vehicle Services</b>	95 M St SW	2350 Washington Place NE

**Telework employees should follow the instructions recorded on the DC DMV Employee Hotline.**

# **PHASE III RECOVERY**

## Recovery

**Definition:** Recovery is the process by which an agency resumes all operational functions. After the threat or disruption subsides, each office will need to transition back to pre-event status.

Recovery actions will include:

1. Returning the office to pre-incident work levels; and
2. Assessing the COOP activation response and documenting the lessons learned.

### **Procedures:**

Recovery procedures will commence when the Director ascertains that the emergency situation has ended and is unlikely to recur. Once this determination has been made, one or a combination of the following options may be implemented, depending on the situation.

1. Continue to perform key functions at the alternate facility for up to thirty (30) days;
2. Begin an orderly return to DC DMV facilities and reconstitute full operations; and/or
3. Begin to establish a reconstituted DC DMV facility elsewhere.

The order to enter or reoccupy a primary or alternate facility will be issued once the Director, or designee, has received a confirmation of safety from safety officials.

A designated DC DMV employee will oversee the orderly transition of all DC DMV functions, personnel, equipment, and records from the alternate site to the DC DMV primary facility or a new facility. The designated DC DMV employee will oversee the messaging informing staff of orders to return to work at a new facility or at the restored facility. Information will also be distributed on hours of operations, work assignments and other pertinent information regarding recovery.

When necessary equipment and documents are in place at DC DMV facilities, the staff remaining at the alternate site will transfer key functions and resume normal operations.

## **Recovery Checklists:**

**Personnel Issues:** Recovery may include the following personnel issues:

- Defusing on-scene stress management;
- The need to quickly recruit, screen and hire temporary or permanent workers;
- Unforeseen demands on the District of Columbia to fund medical, leave and pension funds; and
- Additional training and supervision.

**Equipment and Supplies:** Restocking and rehabilitating emergency resources after deployment is critical to returning DC DMV to its pre-COOP activation status. This may include:

- Returning the equipment and supplies to pre-incident readiness;
- Replacing lost, stolen or damaged equipment;
- Re-outfitting supply caches and response kits;
- Dealing with sensitive or proprietary items; and
- Investigating and documenting property loss.

**Reimbursement:** Processes and procedures must be in place to ensure that resource providers are reimbursed in a timely fashion, including mechanisms for:

- Providing documentation required and fulfilling other requirements for reimbursement;
- Collecting bills;
- Validating costs against the scope of work; and
- Ensuring that the proper authorities are involved.

**EXERCISE  
and  
MAINTENANCE  
of  
COOP PLAN**



## Exercise and Maintenance of COOP Plan

Exercises are a variety of simulated disasters designed to keep this plan viable. The exercise portion of a plan may call for activation several times throughout a year to evaluate the state of readiness of the District government to respond to differing incidents.

The Homeland Security Exercise and Evaluation Program (HSEEP) defines seven types of exercises, each of which is discussions-based or operations-based.

**Discussions-based exercises** familiarize participants with current plans, policies, agreements, and procedures, or may be used to develop new plans, policies, agreements, and procedures. Types of discussion-based exercises include:

- **Seminar.** A seminar is an informal discussion, designed to orient participants to new or updated plans, policies, or procedures (e.g., a seminar to review a new Evacuation Standard Operating Procedure).
- **Workshop.** A workshop resembles a seminar, but is employed to build specific products, such as a draft plan or policy (e.g., a Training and Exercise Plan Workshop is used to develop a Multi-year Training and Exercise Plan).
- **Tabletop exercise (TTX).** A tabletop exercise involves key personnel discussing simulated scenarios in an informal setting. TTXs can be used to assess plans, policies, and procedures.
- **Game.** A game is a simulation of operations that often involves two or more teams, usually in a competitive environment, using rules, data, and procedure designed to depict an actual or assumed real-life situation.

**Operations-based exercises** validate plans, policies, agreements and procedures, clarify roles and responsibilities, and identify resource gaps in an operational environment. Operations-based exercises include:

- **Drill.** A drill is a coordinated, supervised activity usually employed to test a single, specific operation or function within a single entity (e.g., a fire department conducts a decontamination drill).
- **Functional exercise (FE).** A functional exercise examines and/or validates the coordination, command, and control between various multi-agency coordination centers (e.g., emergency operation center, joint field office, etc.). A functional exercise does not involve any "boots on the ground" (i.e., first responders or emergency officials responding to an incident in real time).
- **Full-Scale Exercise (FSE).** A full-scale exercise is a multi-agency, multi-jurisdictional, multidiscipline exercise involving functional (e.g., joint field office, emergency operation centers, etc.) and "boots on the ground" response (e.g., firefighters decontaminating mock victims).

**Training:** To maintain a viable plan, it is vital to train and educate employees about the plan and its activation. In order for employees to understand their responsibilities during activation, it is necessary to conduct formal trainings on a regular basis. Trainings also should be provided at any new employee orientations.

**Multiyear Strategy and Program Management Plan (MYSMP):** A plan that defines long-term goals for improving and managing the COOP plan. The MYSMP should include:

- A reference to the general COOP planning requirements.
- A description of the elements that ensure a viable COOP capability.
- Identification of the resources required to establish each element.
- Discussion of organization-specific management and policy issues (e.g., resource requirements, internal policies).
- A schedule for establishing COOP capability and plan approval.
- An endorsement sheet signed by the agency leader.
- The budget required to accomplish the strategy.

### Life cycle of plan

The COOP plan follows a life cycle by which it is constantly being evaluated and updated. The plan will lose its usefulness if it becomes outdated.



## Maintenance and Planning Responsibilities

To ensure that the COOP plan remains current, a DC DMV entity will be responsible for updating certain sections of the plan and conduct any related tests and maintenance. The required actions and responsible entities are identified below:

Action	Tasks	Responsible Position	Frequency
<b>Train new staff</b>	<ol style="list-style-type: none"> <li>1. Include COOP information in new employee orientation</li> </ol>	Associate Director	Semi-Annually
<b>Review and update all plan sections, as necessary</b>	<ol style="list-style-type: none"> <li>1. Review each section of the plan for accuracy</li> <li>2. Incorporate lessons learned from real-life activations and from training and exercises</li> </ol>	Associate Director	Quarterly
<b>Plan and conduct exercises</b>	<ol style="list-style-type: none"> <li>1. Conduct internal COOP exercises</li> <li>2. Test Vital equipment and Vital records backup strategies</li> </ol>	Associate Director	Annually
<b>Monitor and maintain vital records and vital equipment</b>	<ol style="list-style-type: none"> <li>1. Monitor volume of materials</li> <li>2. Assist staff with updating/removing files</li> </ol>	Associate Director	As needed
<b>Test Alternate Facilities</b>	<ol style="list-style-type: none"> <li>1. Check all systems</li> <li>2. Verify accessibility</li> <li>3. Cycle supplies and equipment</li> </ol>	Associate Director	Semi-Annually
<b>Employee Emergency System</b>	<ol style="list-style-type: none"> <li>1. Check system status</li> <li>2. Verify system operability</li> <li>3. Test system</li> </ol>	Associate Director	Quarterly

## Plan Distribution and Plan Storage

The COOP plan must be accessible to all DC DMV personnel. It will be distributed as indicated below:

Level of COOP Plan Distributed	Designated Personnel
Complete COOP Plan for DC DMV with all personnel contact information (work and home) and attachments included.	Director/Associate Director/Administrators
COOP Plan for DC DMV with all personal contact information redacted.	All DC DMV personnel

The latest version of the COOP Plan should be stored in hardcopy and electronically at the following locations:

- Desks of the DC DMV Director, Associate Director and Administrators
- DC DMV Intranet for viewing by all DC DMV personnel
- Alternate Facilities
- The homes of all personnel staff with ICS, EOC, and Crisis Management Team roles.

### **SECURITY NOTICE REMINDER**

The COOP Plan contains confidential and sensitive information. When determining the proper storage location, particularly with regards to off-site storage, remember that the COOP Plan should be accessible, but secure.

# APPENDIX

## Appendix A: Authorities

This COOP plan has been drafted pursuant to the following local and federal laws applicable in an emergency:

### DISTRICT OF COLUMBIA

1. District of Columbia Public Emergency Act of 1980, D.C. Official Code § 7-2301 *et seq.*, Public Emergencies (2001).
2. D.C. Official Code § 1-1401 *et seq.* (2001).
3. D.C. Official Code § 7-2201 *et seq.*, Civil Defense Declaration of Intent, (1950), *amended by* Homeland Security, Risk Reduction, and Preparedness Amendment Act of 2006.
4. D.C. Official Code § 7-2209, Civil Defense Compacts (1950).
5. District of Columbia Anti-Terrorism Act of 2002, D.C. Official Code § 22-3151 *et seq.* (2002).
6. District of Columbia Home Rule Act, *as amended*. D.C. Official Code § 1-204.21(c)(2) (1973).

### FEDERAL

1. Homeland Security Act of 2002, 6 U.S.C. § 101 *et seq.* (2002).
2. Homeland Security Presidential Directive-5, *Management of Domestic Incidents* (2003).
3. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. § 5121 *et seq.* (2000).

## SUMMARY OF DISTRICT OF COLUMBIA OFFICIAL CODE PROVISIONS RELATED TO EMERGENCY PLANNING AND OPERATIONS

**§ 7-2301.** Defines terms, including “Emergency Operations Plan” and “Public emergency.” Emergency operations plan means the District’s state plan for public emergency preparedness and prevention pursuant to the Disaster Relief Act of 1974 and **§ 7-2302.**

**§ 7-2302.** Public emergency means any disaster, catastrophe, or emergency situation where the health, safety, or welfare of persons in the District is threatened by reason of the actual or imminent consequences within the District of (1) enemy attack, sabotage, or other hostile action; (2) severe and unanticipated resource shortage; (3) fire; (4) flood, earthquake, or other serious act of nature; (5) serious civil disorder; (6) any serious industrial, nuclear, or transportation accident; (7) explosion, conflagration, or power failure; or (8) injurious environmental contamination which threatens or causes damage to life, health, or property.

**§ 7-2302. – 2303.** Authorizes the Mayor to establish a program of public emergency preparedness using appropriate District agencies, to include (1) the development of an emergency operations plan that sets forth a program to prepare for and provide assistance necessary for regulations and procedures, and the conduct of exercises; (2) posting of public emergency evaluations; (3) periodic program review; and (4) coordination of federal and public notice requirements and transmittal to the D.C. Council for review and approval or disapproval.

**§ 7-2304. – 2308.** Governs the issuance of emergency executive orders by the Mayor, their duration and extension, publication requirements, and other authority. The Mayor is authorized under **§ 7-2304** to issue an emergency executive order upon reasonable apprehension of the existence of a public emergency and a determination that such order is necessary for the immediate preservation of the public peace, health, safety, or welfare, and as a prerequisite to requesting emergency or major disaster assistance under the Disaster Relief Act of 1974. Such order shall define (1) the existence, nature, extent, and severity of the public emergency; (2) the measures necessary to relieve the public emergency; (3) the specific requirements of the order and the persons upon whom the order is binding; and (4) the duration of the order. Upon issuing the order, the Mayor may issue an emergency executive order, which shall state:

(1) Expend appropriated funds to carry out public emergency service missions and responsibilities.

**§ 7-2201.** Provides a statement of congressional intent that the District shall develop plans and programs to provide necessary protection, relief, and assistance for persons and property in the event that enemy attack, sabotage, or other hostile action shall occur or become imminent.

**§ 7-2202.0 – 2208.** Establishes in the District government an Office of Emergency Preparedness (designated the Emergency Management Agency by Mayor’s Order 98-189, Jan. 8, 1999, hereinafter referred to as EMA). EMA is authorized and directed, subject to the discretion and control of the Mayor, to do the following: (1) prepare a comprehensive plan and program for civil defense, to be integrated into federal civil defense plans and those of nearby states and appropriate political subadministrations; (2) institute training and public information programs, organize, equip, and train civil defense units, and take other preparatory steps in advance of actual disaster; (3) conduct studies and surveys of District civil defense resources and capabilities and plan for the emergency use thereof; (4) develop and enter into mutual aid agreements with states and political subadministrations thereof for reciprocal civil defense aid and mutual assistance, consistent with the national civil defense plan and program; (5) employ personnel and expend funds; (6) cooperate with governmental and nongovernmental agencies, organizations, associations, and other entities to coordinate civil defense activities in the District; (7) accept facilities, supplies, and funds from the federal government; (8) use services, supplies, and facilities of District departments, offices,

and agencies and, when authorized by the Mayor, use District funds to match federal funds for the purchase of civil defense equipment and supplies; and (9) perform such other functions as the Mayor may assign.

**§ 7-2209.** Authorizes the Mayor to enter into and execute to interstate civil defense compacts with the states and sets forth the substance of the language to be used for such compacts.

**§ 1-204.11. Subsection (b)** provides that the chairman of the D.C. Council acts as the Mayor when the Office of the Mayor is vacant.

**§ 1-204.22.** Provides for the general powers, duties, and functions of the Mayor to execute laws and administer the affairs of the District, including authority to designate officer(s) who may execute and perform the powers and duties of the Mayor during periods of disability or absence from the District, administer the personnel functions of the District, delegate functions, propose legislation, and issue and enforce administrative orders.

**§ 1-204.23.** Provides that the Mayor shall be the central planning agency for the District. He shall be responsible for the coordination of planning activities of the municipal government and the preparation and implementation of the District's elements of the comprehensive plan for the National Capital, which may include land use elements, urban renewal and redevelopment elements, a multi-year program of municipal public works for the District, and physical, social, economic, transportation, and population elements.

**§ 1-204.50a. Subsection (a)** establishes an emergency cash reserve fund that may be used for unanticipated and nonrecurring extraordinary needs of an emergency nature, including a natural disaster or calamity as defined by the Stafford Act or in the event of a state of emergency declared by the Mayor. **Subsection (b)** establishes a contingency cash reserve fund to be used for nonrecurring needs, including expenses associated with unforeseen weather or other natural disasters, unexpected obligations created by federal law, or new public safety or health needs or requirements.



## **SUMMARY OF FEDERAL LAWS RELATED TO EMERGENCY PLANNING AND OPERATIONS**

**6 U.S.C. § 101.** Establishes the Department of Homeland Security to a) prevent terrorist attacks within the United States; b) reduce the vulnerability of the United States to terrorism; and c) minimize the damage, and assist in the recovery, from terrorist attacks that do occur within the United States.

**Homeland Security Presidential Directive-5.** Establishes a unified, comprehensive nationwide incident management system, the purpose of which is to assist the prevention, preparation, response, and recovery from terrorist attacks, significant disasters, and other emergencies. This system would enable all levels of government throughout the country to work together efficiently and effectively.

**42 U.S.C. § 5121.** To allow the federal government to provide state and local government the means to alleviate suffering and damage resulting from disasters by 1) revising and broadening the scope of existing disaster relief programs; 2) encouraging the development of comprehensive disaster preparedness and assistance plans, programs, capabilities, and organizations by states and local governments; 3) achieving greater coordination and responsiveness of disaster preparedness and relief programs; 4) encouraging individuals, states, and local governments to protect themselves by obtaining insurance coverage to supplement or replace governmental assistance; 5) encouraging hazard mitigation measures to reduce losses from disasters, including development of land use and construction regulations; and 6) providing federal assistance programs for both public and private losses sustained in disasters.

## **Appendix B: Planning Considerations and Assumptions**

This COOP plan is based on the following assumptions:

### **COOP ACTIVATION**

- DC DMV is vulnerable to a full range of all hazards (man-made and natural disasters).
- Activation of the COOP plan may be required at any time—during business hours or non-business hours.
- The Director or his/her designee is responsible for all pre-activation measures.
- All DC Government Agencies, including DC DMV, are self-sufficient for up to 72 hours.
- The COOP plan is a guide; however, authority for emergency response activities also rests with local public safety and emergency responders.
- Pre-established priorities of the resumption of key functions may require alteration once the actual extent of the threat has been identified,
- Each DC DMV Administrator will act under the leadership of the Director and the Associate Director and will be responsible for coordinating COOP plan activities for his or her respective administration.
- The COOP plan will be accessible at all times and in all primary and alternate locations.
- Alternate facilities are compatible with all needed telecommunications, Internet systems, mail services, and public access.
- Each Administrator or his/her designee will be responsible for disseminating administrative and logistical information to their personnel.

### **TRAINING AND EXERCISES**

- Appropriate funding and resources will be provided to support COOP planning, training, and exercises.
- Based on planning, training, and exercises, the COOP plan will be maintained and updated.
- Cross-training will be provided within offices to the fullest extent possible.
- It is suggested that each employee is responsible for creating and stocking his/her own Go-Kit containing vital records, vital equipment and personal items, such as water, snacks, and medicines.

## Appendix C: After-Action Report/Improvement Plan (AAR/IP) Matrix

### After-Action Report/Improvement Plan (AAR/IP)

An After Action Report/Improvement Plan (AAR/IP) is the final product of an exercise. The AAR/IP has two components: an AAR, which captures observations and recommendations based on the exercise objectives as associated with the capabilities and tasks; and an IP, which identifies specific corrective actions, assigns them to responsible parties, and establishes targets for their completion. The lead evaluator and the exercise planning team draft the AAR and submit it to conference participants prior to an After Action Conference. The draft AAR is distributed to conference participants for review no more than 30 days after the exercise. After the conference, an IP will be created and will be disseminated to participants no more than 60 days after the exercise. The IP should contain a matrix such as the one below that lists each capability along with the associated observations, recommendations, corrective actions, capabilities, responsible agency and point of contact (POC), and start and completion dates:

### Improvement Plan Matrix

Capability	Observation	Recommendation	Corrective Action Description	Capability Element	Primary Responsible Agency	Agency POC	Start Date	End Date



# **DEPARTMENT OF MOTOR VEHICLES**

## **FY 2023 PERFORMANCE ACCOUNTABILITY REPORT**

**JANUARY 16, 2024**

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# 1 DEPARTMENT OF MOTOR VEHICLES

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*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 approximately 150,000 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 2023 ACCOMPLISHMENTS

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Accomplishment	Impact on Agency	Impact on Residents
Develop online ticket status update	It will reduce the number of calls and emails requesting ticket status updates. Employees will be able to handle other calls and emails, saving time.	This, now, allow customer to go online and see the current status of their ticket adjudication. Previously, they would have to call or email for the update, which was time consuming.
Expand OBD self-service kiosks.	Customers who choose to utilize the kiosk will not have to come to the inspection station. That will mean short lines and faster service.	With two new emissions inspection kiosks, in wards 7 and 8, customers have more options to self test. These kiosks are available 24-hours a day and customers no longer have to go to the DC Vehicle Inspection station for a vehicle inspection renewal.
Release of a newly designed and more secure driver license and identification card	This is a more secure credential that will be harder to recreate, thus, reducing fraud.	The new design will reduce the chances of identity theft, as the security features of the new credential is harder to reproduce.

### 3 2023 OBJECTIVES

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#### Strategic Objective

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Provide outstanding customer service.

Develop and retain a skilled and diverse workforce.

Protect and secure DMV data and processes.

Cultivate innovative solutions to improve customer safety.

Optimize processes and systems as technology evolves.

Create and maintain a highly efficient, transparent, and responsive District government.

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## 4 2023 OPERATIONS

Operation Title	Operation Description
<b>Provide outstanding customer service.</b>	
Title and register vehicles: Daily Service	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
Provide general and administrative support: Daily Service	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.
Adjudicate parking, moving and photo enforcement tickets: Daily Service	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.
Issue driver licenses and identification cards: Daily Service	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.
<b>Develop and retain a skilled and diverse workforce.</b>	
Provide general and administrative support: Daily Service	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.
<b>Protect and secure DMV data and processes.</b>	
Provide general and administrative support: Daily Service	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.
Issue driver licenses and identification cards: Daily Service	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.
Systems necessary for DMV operations: Daily Service	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.
<b>Cultivate innovative solutions to improve customer safety.</b>	
Issue driver licenses and identification cards: Daily Service	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.
Provide general and administrative support: Daily Service	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.
Information technology: Daily Service	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.
Title and Register Vehicles: Daily Service	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.
<b>Optimize processes and systems as technology evolves.</b>	

(continued)

Operation Title	Operation Description
Issue driver licenses and identification cards: Daily Service	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.
Title and Register Vehicles: Daily Service	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.
Adjudicate parking, moving and photo enforcement tickets: Daily Service	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.
Systems necessary for DMV operations: Daily Service	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements
Agency Management: Daily Service	Optimize processes and systems as technology evolves.

## 5 2023 STRATEGIC INITIATIVES

In FY 2023, Department of Motor Vehicles had 11 Strategic Initiatives and completed 63.64%.

Title	Description	Update
Implement Out-of-Country DC Resident Credential Extension	In an effort to increase convenience for DC residents abroad, DMV will enact legislation to allow for the extension of REAL ID licenses/IDs when an individual is overseas (military, foreign services, studying abroad, or out of the country for more than six months) and develop a process to execute the transaction.	Completed to date: 25-49% The draft legislation is going through the executive approval process.
Enhance servicing for DMV customers with hearing impairments	By February 2023, DMV will enhance its technology solutions to provide more seamless service and communication options for customers with hearing impairments.	Completed to date: Complete Acquisition & Distribution of UbiDuo two-way communication devices have been executed.
Implement TAS enrollment for DC Residents without tickets	In an effort to make DMV easier and friendlier to work with, DMV will Implement a process that allows a DC Resident with vehicles registered in the District the ability to enroll in Adjudication Ticket Alert System (TAS) without having received a ticket first.	Completed to date: Complete This initiative was completed in Q1
Implement State-to-State Verification	In an effort to ensure one driver has one REAL ID credential in one state at a time, DC DMV will implement the State-to-State (S2S) Verification Service to electronically check with all other participating states to determine if the applicant currently holds a driver license or identification card in another state.	Completed to date: 50-74% Project milestone review and system testing is ongoing.
Expand DC DMV Mobile App	In a continued effort to increase convenience to DMV customers, DMV will expand the DCDMV Mobile App with a minimum of five new transactions.	Completed to date: Complete This initiative was completed in September.
Implement MY DCDMV App functionality	By September 2023, DMV will implement MY DCDMV Functionality within the agency's mobile app to give the public the use of secure log-ins which would allow them access to all available app transactions for vehicles/credentials associated with their registered account.	Completed to date: 50-74% We are completing initial phases of outlining required customer transactions to be captured in the app to ensure functionality. Due to technical priorities, the project's completion & release may be delayed until FY24.

Expand OBD self-service kiosks	By September 2023, DMV will expand the OBD Self-Service Kiosks with two additional locations: one east of the river to add more service and convenience throughout the city.	Completed to date: Complete This initiative was completed in September.
Create Educational Outreach Program	By March 2023, DMV will create and execute an educational outreach program to increase the number of teenagers and young adults residing in zip codes 20011, 20019, and 20020 to pass the DC DMV Knowledge Test. By increasing the number of residents who pass the test, it will create employment opportunities for youth living in these areas where the majority of the residents are members of the BIPOC community and the unemployment rate for residents 16 years of age and older is higher than the overall District of Columbia unemployment rate.	Completed to date: 75-99% Funding was not awarded, timely.
Provide annual customer service training for DMV front-line employees	On-going training is a necessity to expand employee knowledge on specific customer service techniques on topics frequently encountered in the DMV environment. Therefore, by April 2023, DMV will internally train 95% of eligible frontline employees on techniques to avoid implicit racial bias.	Completed to date: Complete This initiative was completed in April.
Redesign the Driver Manual	In an effort to provide better quality instruction to customers, DMV will redesign and publish a new and improved Driver Manual that's easier to navigate with more interactive and user-friendly features.	Completed to date: Complete This initiative was completed in September.
Develop online ticket status update	By August 2023, DMV will develop an online option for the public to obtain the status update for their ticket to add additional transparency to the status of their adjudication options or pending hearings.	Completed to date: Complete Completed in August

## 6 2023 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
<b>Provide outstanding customer service.</b>											
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	100%	95.5%	73.4%	92.4%	85.1%	53.2%	74.1%	70%	Met	
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	99.9%	100%	99.1%	47.5%	94%	91.1%	83.4%	75%	Met	
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	91.9%	91.9%	92.2%	94%	100%	100%	94.1%	91%	Met	
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	91.9%	92.3%	93.1%	94.2%	93.9%	86.2%	91.8%	85%	Met	
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	97.9%	97.3%	91.1%	97.3%	94.3%	89.6%	94.2%	92%	Met	
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	99.4%	99.1%	100%	100%	100%	100%	100%	95%	Met	
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	95.8%	95.3%	92.4%	94.9%	94.4%	87.8%	93.3%	87%	Met	
Average adjudication customer wait time in minutes	Down is Better	3.5	3.3	3	3	2	3	3	13	Met	
Average service center customer wait time in minutes	Down is Better	13.8	14.8	10	11	13	16	12	30	Met	
<b>Develop and retain a skilled and diverse workforce.</b>											
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	Not Available	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No applicable incidents	50%		
Percent of employees attending annual customer service training.	Up is Better	95.8%	97%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98%	94%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023	FY 2023 Target	Was 2023 KPI Met?	Explanation of Unmet KPI
<b>Protect and secure DMV data and processes.</b>											
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	100%	100%	100%	100%	100%	98%	Met	
<b>Cultivate innovative solutions to improve customer safety.</b>											
Percent of customers reached from safety education	Up is Better	98.6%	97.2%	97.2%	97.1%	97.1%	96.9%	97.1%	80%	Met	
<b>Optimize processes and systems as technology evolves.</b>											
Percent of registrations renewed online	Up is Better	86.4%	82.8%	83.3%	83%	82.8%	82.2%	82.8%	78%	Met	
Percent of licenses renewed online	Up is Better	29.3%	44.6%	46.8%	53.2%	50.8%	52.9%	51%	10%	Met	
Percent of ID cards renewed online	Up is Better	29.1%	19.2%	24%	23.1%	27.7%	24.8%	24.8%	2%	Met	
Percent of organ donor designees through DMV	Up is Better	43.3%	43.6%	43.6%	43.6%	43.5%	43.4%	43.5%	40%	Met	

Workload Measures

Measure	FY 2021	FY 2022	FY 2023 Q1	FY 2023 Q2	FY 2023 Q3	FY 2023 Q4	FY 2023
<b>Adjudicate parking, moving and photo enforcement tickets</b>							
Percent of parking tickets adjudicated	7.8%	13.3%	14.3%	10.5%	8.7%	12.4%	11.4%
Percent of moving tickets adjudicated	25%	43.5%	31.1%	31.1%	19.2%	15.5%	24.1%
Percent of photo tickets adjudicated	9.1%	8.7%	8.6%	8.8%	8.9%	7.9%	8.5%
<b>Issue driver licenses and identification cards</b>							
Number of driver licenses issued	130,616	111,526	24,733	26,499	26,975	30,053	108,260
Number of identification cards issued	33,146	36,441	7,674	8,838	8,390	8,887	33,789
<b>Title and register vehicles</b>							
Number of vehicle registrations issued	233,477	200,444	50,151	51,433	53,615	58,593	213,792
<b>Provide general and administrative support</b>							
Percent of employees trained on customer service	95.8%	97%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98%
Number of employees	269	270	240	252	254	254	254
Number of customers reached	34,223	36,961	10,435	10,691	10,760	10,925	42,811

**DEPARTMENT OF MOTOR VEHICLES (KV0)**  
**FY23 INTER-AGENCY REPORTING**  
(FY23 year end; run date 1/20/2024)

Project Number	Project Description	Seller Agency	Fund	Program	Cost Center	Initial Budget	Adjustment Budget	Revised Budget	Commitment	Obligation	Expenditure	Available Budget
400610	KV0.7KVAC3.KV0 ARMORED CARS	AT0 OFFICE OF THE CHIEF FINANCIAL OFFICER	1010001	100022	60156	17,815.38	0.00	17,815.38	0.00	0.00	17,747.05	68.33
<b>400610 Total</b>						<b>17,815.38</b>	<b>0.00</b>	<b>17,815.38</b>	<b>0.00</b>	<b>0.00</b>	<b>17,747.05</b>	<b>68.33</b>
400611	KV0.7KVCS3.KV0 CASHIERS	AT0 OFFICE OF THE CHIEF FINANCIAL OFFICER	1010001	100071	60158	227,053.00	0.00	227,053.00	0.00	0.00	315,913.85	(88,860.85)
<b>400611 Total</b>						<b>227,053.00</b>	<b>0.00</b>	<b>227,053.00</b>	<b>0.00</b>	<b>0.00</b>	<b>315,913.85</b>	<b>(88,860.85)</b>
400612	KV0.DEMKV1.IT ASSESSMENT	TO0 OFFICE OF THE CHIEF TECHNOLOGY OFFICER	1010001	100071	60158	2,496,090.30	0.00	2,496,090.30	0.00	0.00	2,452,454.95	43,635.35
			1060310	600105	60162	30,467.49	0.00	30,467.49	0.00	0.00	0.00	30,467.49
<b>400612 Total</b>						<b>2,526,557.79</b>	<b>0.00</b>	<b>2,526,557.79</b>	<b>0.00</b>	<b>0.00</b>	<b>2,452,454.95</b>	<b>74,102.84</b>
400613	KV0.DMVCAM.CLEAN AIR MONITORING	KG0 DEPARTMENT OF ENERGY AND ENVIRONMENT	1060260	600105	60165	469,408.00	(175,269.46)	294,138.54	0.00	0.00	275,674.38	18,464.16
<b>400613 Total</b>						<b>469,408.00</b>	<b>(175,269.46)</b>	<b>294,138.54</b>	<b>0.00</b>	<b>0.00</b>	<b>275,674.38</b>	<b>18,464.16</b>
400614	KV0.500242.IT ASSESSMENT	TO0 OFFICE OF THE CHIEF TECHNOLOGY OFFICER	1010001	100113	60155	279,175.35	0.00	279,175.35	0.00	0.00	256,157.52	23,017.83
<b>400614 Total</b>						<b>279,175.35</b>	<b>0.00</b>	<b>279,175.35</b>	<b>0.00</b>	<b>0.00</b>	<b>256,157.52</b>	<b>23,017.83</b>
400615	KV0.I23KV0.FY23 TELECOM - INTERAGENCY PROJECT KV0	AS0 OFFICE OF FINANCE AND RESOURCE MANAGEMENT	1010001	100113	60155	161,484.88	0.00	161,484.88	0.00	0.00	132,565.41	28,919.47
<b>400615 Total</b>						<b>161,484.88</b>	<b>0.00</b>	<b>161,484.88</b>	<b>0.00</b>	<b>0.00</b>	<b>132,565.41</b>	<b>28,919.47</b>
400616	KV0.IDSLKV.SIL CITY WIDE MOU	JR0 OFFICE OF DISABILITY RIGHTS	1010001	100022	60156	2,100.00	0.00	2,100.00	0.00	0.00	0.00	2,100.00
<b>400616 Total</b>						<b>2,100.00</b>	<b>0.00</b>	<b>2,100.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>2,100.00</b>
400617	KV0.KTKVFM.FLEET MGMT DEPT. OF MOTOR VEHICLE SERV.	KT0 DEPARTMENT OF PUBLIC WORKS	1060260	100113	60155	30,683.23	0.00	30,683.23	0.00	0.00	64,812.28	(34,129.05)
			1060310	100113	60155	3,553.94	0.00	3,553.94	0.00	0.00	16,438.41	(12,884.47)
<b>400617 Total</b>						<b>34,237.17</b>	<b>0.00</b>	<b>34,237.17</b>	<b>0.00</b>	<b>0.00</b>	<b>81,250.69</b>	<b>(47,013.52)</b>
400618	KV0.KTKVSS.DMV - SHARED SERVICES	KT0 DEPARTMENT OF PUBLIC WORKS	1010001	100022	60156	294,132.71	0.00	294,132.71	0.00	0.00	0.00	294,132.71
				100071	60158	5,081.85	0.00	5,081.85	0.00	0.00	0.00	5,081.85
				600104	60149	111,599.95	0.00	111,599.95	0.00	0.00	0.00	111,599.95
			1060310	600105	60162	46,528.49	0.00	46,528.49	0.00	0.00	0.00	46,528.49
<b>400618 Total</b>						<b>457,343.00</b>	<b>0.00</b>	<b>457,343.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>457,343.00</b>
400619	KV0.P304KV.FY 23 - GAS KV	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			1060310	100113	60155	42,388.88	0.00	42,388.88	0.00	0.00	42,945.81	(556.93)
<b>400619 Total</b>						<b>42,388.88</b>	<b>0.00</b>	<b>42,388.88</b>	<b>0.00</b>	<b>0.00</b>	<b>42,945.81</b>	<b>(556.93)</b>
400620	KV0.P305KV.FY 23 - ELECTRICITY KV	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	104,782.49	0.00	104,782.49	0.00	0.00	191,970.30	(87,187.81)
			1060260	100113	60155	64,301.79	0.00	64,301.79	0.00	0.00	60,753.05	3,548.74
			1060310	100113	60155	90,380.66	0.00	90,380.66	0.00	0.00	82,188.98	8,191.68
<b>400620 Total</b>						<b>259,464.94</b>	<b>0.00</b>	<b>259,464.94</b>	<b>0.00</b>	<b>0.00</b>	<b>334,912.33</b>	<b>(75,447.39)</b>



Project Number	Project Description	Seller Agency	Fund	Program	Cost Center	Initial Budget	Adjustment Budget	Revised Budget	Commitment	Obligation	Expenditure	Available Budget
400621	KV0.P307KV.FY 23 - WATER KV	AM0 DEPARTMENT OF GENERAL SERVICES	1060310	100113	60155	62,387.67	0.00	62,387.67	0.00	0.00	52,307.18	10,080.49
<b>400621 Total</b>						<b>62,387.67</b>	<b>0.00</b>	<b>62,387.67</b>	<b>0.00</b>	<b>0.00</b>	<b>52,307.18</b>	<b>10,080.49</b>
400622	KV0.P319KV.FY23 OCCUPANCY DEPT MOTOR VEHICLES	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	897,528.13	0.00	897,528.13	0.00	0.00	885,659.97	11,868.16
			1060260	100113	60155	199,751.74	0.00	199,751.74	0.00	0.00	199,751.74	0.00
			1060310	100113	60155	183,856.22	0.00	183,856.22	0.00	0.00	181,773.77	2,082.45
<b>400622 Total</b>						<b>1,281,136.09</b>	<b>0.00</b>	<b>1,281,136.09</b>	<b>0.00</b>	<b>0.00</b>	<b>1,267,185.48</b>	<b>13,950.61</b>
400623	KV0.P330KV.FY 23 - SUSTAINABLE ENGY. KV	AM0 DEPARTMENT OF GENERAL SERVICES	1060310	100113	60155	23,501.49	0.00	23,501.49	0.00	0.00	13,970.83	9,530.66
<b>400623 Total</b>						<b>23,501.49</b>	<b>0.00</b>	<b>23,501.49</b>	<b>0.00</b>	<b>0.00</b>	<b>13,970.83</b>	<b>9,530.66</b>
400624	KV0.P331KV.FY 23 - WASTE MGT KV	AM0 DEPARTMENT OF GENERAL SERVICES	1060310	100113	60155	20,043.39	0.00	20,043.39	0.00	0.00	9,609.32	10,434.07
<b>400624 Total</b>						<b>20,043.39</b>	<b>0.00</b>	<b>20,043.39</b>	<b>0.00</b>	<b>0.00</b>	<b>9,609.32</b>	<b>10,434.07</b>
400625	KV0.P440KV.FY23 PSD SECURITY DEPT OF MOTOR VEHICLES	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	1,543,818.68	249,847.45	1,793,666.13	0.00	0.00	1,511,870.92	281,795.21
			1060310	100113	60155	523,985.78	0.00	523,985.78	0.00	0.00	523,985.78	0.00
<b>400625 Total</b>						<b>2,067,804.46</b>	<b>249,847.45</b>	<b>2,317,651.91</b>	<b>0.00</b>	<b>0.00</b>	<b>2,035,856.70</b>	<b>281,795.21</b>
401267	KV0 - OCTO IT PURCHASE SERVICES	TO0 OFFICE OF THE CHIEF TECHNOLOGY OFFICER	1010001	100022	60156	0.00	16,300.00	16,300.00	0.00	0.00	16,300.00	0.00
<b>401267 Total</b>						<b>0.00</b>	<b>16,300.00</b>	<b>16,300.00</b>	<b>0.00</b>	<b>0.00</b>	<b>16,300.00</b>	<b>0.00</b>
<b>Grand Total</b>						<b>7,931,901.49</b>	<b>90,877.99</b>	<b>8,022,779.48</b>	<b>0.00</b>	<b>0.00</b>	<b>7,304,851.50</b>	<b>717,927.98</b>

DEPARTMENT OF MOTOR VEHICLES (KV0)  
 FY24 INTER-AGENCY REPORTING  
 (thru 12/31/2023, run date 1/20/2024)

Project Number	Project Description	Seller Agency	Fund	Program	Cost Center	Initial Budget	Adjustment Budget	Revised Budget	Commitment	Obligation	Expenditure	Available Budget
400612	KV0.DEMKV1.IT ASSESSMENT	TOO OFFICE OF THE CHIEF TECHNOLOGY OFFICER	1010001	100071	60158	3,488,532.79	0.00	3,488,532.79	0.00	591,098.88	269,716.06	2,627,717.85
<b>400612 Total</b>						<b>3,488,532.79</b>	<b>0.00</b>	<b>3,488,532.79</b>	<b>0.00</b>	<b>591,098.88</b>	<b>269,716.06</b>	<b>2,627,717.85</b>
400613	KV0.DMVCAM.CLEAN AIR MONITORING	KG0 DEPARTMENT OF ENERGY AND ENVIRONMENT	1060260	600105	60165	0.00	0.00	0.00	0.00	0.00	49,571.90	(49,571.90)
			1060310	600105	60162	402,612.00	0.00	402,612.00	0.00	73,000.00	0.00	329,612.00
<b>400613 Total</b>						<b>402,612.00</b>	<b>0.00</b>	<b>402,612.00</b>	<b>0.00</b>	<b>73,000.00</b>	<b>49,571.90</b>	<b>280,040.10</b>
400614	KV0.500242.IT ASSESSMENT	TOO OFFICE OF THE CHIEF TECHNOLOGY OFFICER	1010001	100113	60155	4,305.11	0.00	4,305.11	0.00	0.05	0.00	4,305.06
<b>400614 Total</b>						<b>4,305.11</b>	<b>0.00</b>	<b>4,305.11</b>	<b>0.00</b>	<b>0.05</b>	<b>0.00</b>	<b>4,305.06</b>
400615	KV0.I23KV0.FY23 TELECOM - INTERAGENCY PROJECT KV0	AS0 OFFICE OF FINANCE AND RESOURCE MANAGEMENT	1010001	100113	60155	32,146.98	0.00	32,146.98	0.00	0.00	3,851.16	28,295.82
<b>400615 Total</b>						<b>32,146.98</b>	<b>0.00</b>	<b>32,146.98</b>	<b>0.00</b>	<b>0.00</b>	<b>3,851.16</b>	<b>28,295.82</b>
400617	KV0.KTKVFM.FLEET MGMT DEPT. OF MOTOR VEHICLE SERV.	KT0 DEPARTMENT OF PUBLIC WORKS	1010001	100113	60155	52,772.84	0.00	52,772.84	0.00	0.00	0.00	52,772.84
<b>400617 Total</b>						<b>52,772.84</b>	<b>0.00</b>	<b>52,772.84</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>52,772.84</b>
400618	KV0.KTKVSS.DMV - SHARED SERVICES	KT0 DEPARTMENT OF PUBLIC WORKS	1010001	100022	60156	458,518.00	0.00	458,518.00	0.00	0.00	0.00	458,518.00
<b>400618 Total</b>						<b>458,518.00</b>	<b>0.00</b>	<b>458,518.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>458,518.00</b>
400619	KV0.P304KV.FY 23 - GAS KV	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	50,401.76	0.00	50,401.76	0.00	0.00	0.00	50,401.76
<b>400619 Total</b>						<b>50,401.76</b>	<b>0.00</b>	<b>50,401.76</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>50,401.76</b>
400620	KV0.P305KV.FY 23 - ELECTRICITY KV	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	357,592.66	0.00	357,592.66	0.00	0.00	47,990.83	309,601.83
<b>400620 Total</b>						<b>357,592.66</b>	<b>0.00</b>	<b>357,592.66</b>	<b>0.00</b>	<b>0.00</b>	<b>47,990.83</b>	<b>309,601.83</b>
400621	KV0.P307KV.FY 23 - WATER KV	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	61,812.59	0.00	61,812.59	0.00	0.00	0.00	61,812.59
			1060310	100113	60155	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>400621 Total</b>						<b>61,812.59</b>	<b>0.00</b>	<b>61,812.59</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>61,812.59</b>
400622	KV0.P319KV.FY23 OCCUPANCY DEPT MOTOR VEHICLES	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	1,118,518.94	0.00	1,118,518.94	329.81	921,027.92	79,223.84	117,937.37
<b>400622 Total</b>						<b>1,118,518.94</b>	<b>0.00</b>	<b>1,118,518.94</b>	<b>329.81</b>	<b>921,027.92</b>	<b>79,223.84</b>	<b>117,937.37</b>
400623	KV0.P330KV.FY 23 - SUSTAINABLE ENGY. KV	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	25,662.35	0.00	25,662.35	5,049.01	1,158.37	0.00	19,454.97
			1060310	100113	60155	0.00	0.00	0.00	0.00	0.01	0.00	(0.01)
<b>400623 Total</b>						<b>25,662.35</b>	<b>0.00</b>	<b>25,662.35</b>	<b>5,049.01</b>	<b>1,158.38</b>	<b>0.00</b>	<b>19,454.96</b>
400624	KV0.P331KV.FY 23 - WASTE MGT KV	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	13,465.91	0.00	13,465.91	850.93	1,250.22	1,768.00	9,596.76
			1060310	100113	60155	0.00	0.00	0.00	0.00	(0.02)	0.00	0.02
<b>400624 Total</b>						<b>13,465.91</b>	<b>0.00</b>	<b>13,465.91</b>	<b>850.93</b>	<b>1,250.20</b>	<b>1,768.00</b>	<b>9,596.78</b>

Project Number	Project Description	Seller Agency	Fund	Program	Cost Center	Initial Budget	Adjustment Budget	Revised Budget	Commitment	Obligation	Expenditure	Available Budget
400625	KV0.P440KV.FY23 PSD SECURITY DEPT OF MOTOR VEHICLES	AM0 DEPARTMENT OF GENERAL SERVICES	1010001	100113	60155	763,203.54	0.00	763,203.54	0.00	763,203.54	0.00	0.00
<b>400625 Total</b>						<b>763,203.54</b>	<b>0.00</b>	<b>763,203.54</b>	<b>0.00</b>	<b>763,203.54</b>	<b>0.00</b>	<b>0.00</b>
<b>Grand Total</b>						<b>6,829,545.47</b>	<b>0.00</b>	<b>6,829,545.47</b>	<b>6,229.75</b>	<b>2,350,738.97</b>	<b>452,121.79</b>	<b>4,020,454.96</b>

Department of Motor Vehicles (KV0)  
KV0 Capital Project Balance Report

Report Run Date 1/20/2024 8:57

\*\*\* To be updated by DMV Program Staff \*\*\*

Owner Agency	Project No	Project Title	LTD Authority	LTD Allotment	LTD Expenditure	LTD Commitments	LTD Obligations	Allotment Balance	Authority Balance	Project Description	Project Status	Planned Remaining Spending
KV0	100953	KV0.MVS03C.INSPECTION STATION UPGRADE	\$4,859,900.19	\$4,859,900.19	\$4,469,625.19	\$0.00	\$100,000.00	\$290,275.00	\$290,275.00	Bring Motor Vehicle Information System at SW Inspection Station into compliance with EPA Standards.	DMV is continuing efforts to complete "Phase 3" of the project, which shall include HVAC replacement and exterior design.	We anticipate remaining spending to be complete by September 30, 2024.
KV0	100955	KV0.MVS17C.DESTINY REGISTRATION FEE IMPLEMENTATION	\$300,000.00	\$300,000.00	\$0.00	\$0.00	\$0.00	\$300,000.00	\$300,000.00	This project will fund adjustments that must be made to the Destiny system in the FY 2023 to accommodate the changes to the registration fee schedule	Ongoing	
KV0	100956	KV0.MVS23C.DMV INSPECTION KIOSKS	\$658,000.00	\$658,000.00	\$536,200.00	\$96,868.00	\$0.00	\$24,932.00	\$24,932.00	The District of Columbia, Department of Motor Vehicles (DMV) has a requirement for designing and installing two On-Board Diagnostics (OBD) Emissions Inspection Kiosks to meet the growing demand of District services critical to District residents. The OBD Emissions Inspection Kiosk would be installed at locations within the District and would be available 24/7/365 to perform OBD Emissions Inspections for eligible vehicles in the District. The OBD Emissions Inspection Kiosk will allow residents the ability to perform their own emissions inspections on their vehicles. The major feature of the OBD Emissions Inspection Kiosk include a touch-screen interface, integrated bar code reader for vehicle data entry, vehicle inspection reports, direct real-time connectivity to DMV, and customized inspection software to guide users through the inspection tests.	For the remaining Kiosk Install, DMV is currently working with DPR on identifying a new location for the OBD Inspection Self-Service Kiosk.	Project should be complete by end of FY24. Annual Maintenance will be required for the outyears.

Owner Agency	Project No	Project Title	LTD Authority	LTD Allotment	LTD Expenditure	LTD Commitments	LTD Obligations	Allotment Balance	Authority Balance	Project Description	Project Status	Planned Remaining Spending
KV0	100957	KV0.TPS01C.TICKET PROCESSING SYSTEM	\$17,500,000.00	\$17,500,000.00	\$209,545.00	\$0.00	\$89,311.32	\$17,201,143.68	\$17,201,143.68	The DMV proposes to replace the existing contractor hosted ticket processing system with a new state of the art technology solution.	Background: One response to the RFP was submitted by the incumbent. DMV and OCP worked with the Georgetown Firm to formulate and release a RFI in 2021. Subsequently, on behalf of DMV, OCP issued the final RFP on May 2, 2022. Upon receipt of the proposal, the Contracting Officer identified an evaluation panel composed of four District employees knowledgeable about the requirements. Three subject matter experts from the DMV and one subject matter expert from the Office of the Chief Technology Officer. The Contracting Officer convened the initial TEP meeting on May 25, 2022; shared instructions for evaluating proposals, and Non-Disclosure and Conflict of Interest forms were provided at the initial meeting. The TEP returned the completed and signed Non-Disclosure and Conflict of interest forms on May 10, 2022. The TEP completed their individual evaluations on July 12, 2022, and their consensus evaluation and ratings in August 2022. Current Status: January 3, 2023, the Contracting Officer issues a Best and Final Offer (BAFO) to respond to clarification questions, the prospective vendor submitted in their proposal and to allow the vendor to address weaknesses in their proposal. On January 31,	DMV Plans to have contract executed at the beginning of FY25, pending OCPs approval of vendor's proposal, and BAFO.If we have a fully executed contract by October 1, 2024, we anticipate remaining spending to be exhausted by September 30, 2025.

Owner Agency	Project No	Project Title	LTD Authority	LTD Allotment	LTD Expenditure	LTD Commitments	LTD Obligations	Allotment Balance	Authority Balance	Project Description	Project Status	Planned Remaining Spending
KV0	100954	KV0.MVS16C.DESTINY REPLACEMENT PROJECT	\$22,050,000.00	\$18,850,000.00	\$8,715,993.79	\$0.00	\$289,426.96	\$9,844,579.25	\$13,044,579.25	<p>The District of Columbia, Department of Motor Vehicles (DMV) has a requirement for a modernized Driver License and Motor Vehicle Information 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 motor vehicle's system.</p> <p>A new web-based motor vehicle system will reduce the complexities of maintaining of the multitude of software projects and improve efficiency when making application software changes based on evolving DMV business rules.</p>	<p>FY23-FY24 Timeline: FY23Infrastructure 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</p> <p>FY24Development of Back End program to Micro Services - Wave 5 Functional Testing</p>	<p>We anticipate spending to be fully exhausted by September 30, 2025.</p>
KV0	300115	KV0.TO0.MVS16C.Destiny Replacement Project - (Inter-Agency Project)	\$8,000,000.00	\$8,000,000.00	\$6,540,325.49	\$0.00	\$8,257.32	\$1,451,417.19	\$1,451,417.19			
		Destiny Project Total	\$30,050,000.00	\$26,850,000.00	\$15,256,319.28	\$0.00	\$297,684.28	\$11,295,996.44	\$14,495,996.44			
<b>Grand Total</b>			<b>\$53,367,900.19</b>	<b>\$50,167,900.19</b>	<b>\$20,471,689.47</b>	<b>\$96,868.00</b>	<b>\$486,995.60</b>	<b>\$29,112,347.12</b>	<b>\$32,312,347.12</b>			

**DMV FY2023-FY2024 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 (FY24)	Contract / Grant Period Total Amount (FY24)	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	\$ 17,511,572.00	Local	No
Celtic Cross Holdings	CW104437	International Registration Program-PRISM, Software & Management Services	Elaine Speller	Firm Fixed Price	\$ 221,784.75	1/1/2023	9/30/2027	Option Year 1	\$ 301,627.00	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	TBD	Inspection Station Maintenance & Support (Revecorps)	Chris Dina	Firm Fixed Price	\$ 70,000.00	TBD	TBD	Base Year	\$ 70,000.00	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 3	\$ 732,000.00	Local	Yes
Envirotest	CW86791	Inspection Station Consolidated Services	Chris Dina	Firm Fixed Price	\$ 581,290.00	12/1/2020	9/30/2025	Option Year 3	\$ 795,090.00	Special Purpose	Yes
R.A. Quarshie & Associates	CW113612	International Registration Program Auditing Services	Elaine Speller	Firm Fixed Price	\$ 70,000.00	12/31/2023	12/31/2028	Base Year	\$ 70,000.00	Special Purpose	No
Proforma Docucom Services	CW112703	Registration Window Decals	Jamie Edwards	Firm Fixed Price	\$ 220,592.00	12/28/2023	12/28/2028	Base Year	\$ 220,592.00	Local	No
Temporary Staffing Services	CW113322	DMV Temporary Staffing Services (RizeUpTechnology)	Jamie Edwards	Firm Fixed Price	\$ 208,616.72	12/28/2023	12/28/2028	Base Year	\$ 208,616.72	Local	No
Supretech	CW64233	Document Imaging Services	Tyrone Sweatt	Firm Fixed Price	\$ 298,827.00	10/1/2023	9/30/2024	Option Year 1	\$ 298,827.00	Local	Yes

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

**Administrative Issuance System**

**DMV Administrative Order No. 2014-008**

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**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 action<sup>1</sup>, 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. PROCEDURES<sup>2</sup>:

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 should<sup>3</sup>:

- 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 Rights<sup>4</sup>; 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

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

<sup>2</sup> The time periods are mandatory and set by law.

<sup>3</sup> 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.

<sup>4</sup> 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 4<sup>th</sup> 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>

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**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