

General Questions

Organization and Staffing

1. Please provide a complete and current **organizational chart** for the agency and each division and subdivision within the agency, including:

The names and titles of all senior personnel;

Response: See Attachment A (DMV FY2024-FY2025) Organizational Chart).

A description of the roles and responsibilities for each division and subdivision;

Response: See Attachment A (DMV FY2024-FY2025) Organizational Chart) and information below outlining DMV divisions/programs.

An explanation of any changes to the organizational chart made in FY24 or FY25, to date; and

Response: Nothing for FY 2024. For FY 2025, the Intelligence Speed Assist Program Coordinator and Program Analyst were added to the organizational chart.

Whether any of the positions reflected in the chart are vacant.

Response: See Attachment A (DMV FY2024-FY2025) Organizational Chart and Attachment B Schedule A/Position Listing.

**Please note the date that the information was collected in your response.*

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

DMV Agency Divisions/Programs		
Division /Program	Sub-Division/ Activity	Description
		information to support adjudication hearings.
Adjudication Services	Ticket Processing	Provides and maintains processed ticket information in the 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.
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).

DMV Agency Divisions/Programs		
Division /Program	Sub-Division/ Activity	Description
Vehicle Services	International Registration Program	Provides for administration of the District of Columbia's participation in the U.S. based plan, which allows for the distribution of registration fees for commercial motor vehicles traveling inter-jurisdictionally through member states and provinces. Registered fleets include vehicles greater than 26,000 pounds, traveling in more than one jurisdiction.
Driver Services	N/A	Provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so they may legally operate their vehicles.
Driver Services	Licensing	Provides driver certification and identification services to residents to ensure that they have the proper credentials to reflect identity, residence, and driving qualifications. 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.

DMV Agency Divisions/Programs		
Division /Program	Sub-Division/ Activity	Description
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.
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 ensure 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

DMV Agency Divisions/Programs		
Division /Program	Sub-Division/ Activity	Description
		program with no FTEs. This sub-division coordinates with DGS.
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 by utilizing acceptable accounting rules.

2. Please provide a complete and current **position listing or Schedule A** that lists each position within the agency, broken down by program and activity code, including:
Response: See Attachment B “Schedule A/Position Listings” updated as of 1/7/2025
Title of position;
Response: See Attachment B “Schedule A/Position Listings” updated as of 1/7/2025
Name of employee (if filled) or statement that the position is vacant, unfunded, or frozen;
Response: See Attachment B “Schedule A/Position Listings” updated as of 1/7/2025
The date the position was filled or became vacant, unfunded, or frozen;
Response: See Attachment B “Schedule A/Position Listings” updated as of 1/7/2025
Salary and fringe benefits (listed separately);

Response: See Attachment B “Schedule A/Position Listings” updated as of 1/7/2025
Whether the position is continuing, term, temporary, or contract; and

Response: See Attachment B “Schedule A/Position Listings” updated as of 1/7/2025
Whether the position must be filled to comply with federal or local law.

Response: See Attachment B “Schedule A/Position Listings” updated as of 1/7/2025

**Please note the date that the information was collected in your response.*

3. Did the agency conduct annual **performance evaluations** of its employees in FY24 or FY25, to date? Who conducted the 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 2024. Employees’ direct supervisors conducted the evaluation. At the beginning of the fiscal year, Specific, Measurable, Achievable, Relevant, and Time-Related (SMART) goals were established for all employees and entered in 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 2024, no DC DMV employees were put on a PIP. The end-of-year performance evaluations were reviewed and approved by Administrators for each department.

4. Please list all **employees detailed** to or from your agency. Please provide the detailee’s name, reason for the detail, the detailee’s start date, and the detailee’s actual or projected date of return

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

5. For any **contract workers** in your agency, please provide the position name, organizational unit to which they are assigned, hourly rate of pay, and the entity from which they are contracted.

Response: See table below.

<u>Name</u>	<u>Company Name</u>	<u>Position</u>	<u>Location</u>	<u>Hourly Rate of pay</u>
Bryant Washington	Rize Up Technologies	Customer Support	Southwest Service Center	\$24.58

<u>Name</u>	<u>Company Name</u>	<u>Position</u>	<u>Location</u>	<u>Hourly Rate of pay</u>
Carl Lee	Rize Up Technologies	Customer Support	Southwest Service Center	\$24.58
Regina Jacobs	Rize Up Technologies	Parking Attendant	Southwest Service Center	\$19.00
Maurice Brooks	Rize Up Technologies	Parking Attendant	Kenilworth	\$19.00
Laroy Richardson	Rize Up Technologies	Parking Attendant	Kenilworth	\$19.00
Demarcus Little	Rize Up Technologies	Legal Instrument Examiner	Rhode Island Service Center	\$19.00
Indraja Adari	Computer Aid, Inc	Application Technical Specialist	Southwest Service Center	\$100.77
Swathi Suram	Computer Aid, Inc.	Data Warehouse ETL Developer	Southwest Service Center	\$84.99
Srikanth Avirneni	Computer Aid, Inc.	Data Warehouse ETL Developer	Southwest Service Center	\$84.99

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

<i>Position Type</i>	<i>Total Number</i>	<i>Number of District Residents</i>
Continuing	45	21
Term	3	1
Temporary	0	0
Contract	7	5

7. Please provide the agency's FY24 **Performance Accountability Report**.
Response: Please see Attachment C "DMV 2024 Performance Accountability Report"

8. Please provide the Committee with:
A list of all employees who currently have **cellphones** or other mobile communication devices at agency expense.
Response: See Attachment D "Employee Cellphones & Communication Devices
Please provide the total cost for mobile communications and devices at the agency for FY24 and FY25, to date, including equipment and service plans.
Response:
For FY24 – Our Telecom cost for mobile communication was \$121,883.67
For FY2025 thru 12/31/24 – Our Telecom cost for mobile communications is \$5,802.18.

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	LEASE	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	2 D8HN44H28R604731	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	JTDEAMDE1MJ029930	DEANWOOD	OWN	ROAD TEST	DC-14053
2021 TOYOTA COROLLA	JTDEAMDE1MJ031919	DEANWOOD	OWN	ROAD TEST	DC-14054
2021 TOYOTA COROLLA	JTDEAMDE8MJ028760	DEANWOOD	OWN	ROAD TEST	DC-14055

A list of employee **bonuses** or special award pay granted in FY24 and FY25, to date.

Response: None.

A list of travel expenses, arranged by employee.

Response: See Attachment E “FY24 FY25 - Travel & Training Expenses”

A list of the total **overtime and worker's compensation** payments paid in FY24 and FY25, to date.

Response: Overtime Compensation

FY 2024– \$365,221.49

FY 2025 (as of 12/31/24)- \$ 29,561.88

Response: See Worker's Comp table below:

Worker's Compensation	Financial Type			
	Medical	Indemnity	Recovery	Total Paid
Fiscal Year				
FY 2024	\$45,644.74	\$76,700.91	-\$6,389.18	\$115,956.47
FY 2025	\$9,823.88	\$17,043.34	-\$304.54	\$26,562.68
Total Paid	\$55,468.62	\$93,744.25	-\$6,693.72	\$142,519.15

9. What is the agency's current **remote work policy**? Please provide a copy of the agency's **Continuing Operations Plan** and any other remote working protocols.

Response: See Attachment F "DMV COOP". See Attachment G "DMV Telework Policy," which aligns with District-wide telework policies.

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

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

Response: Compensation Unit 1 and 2 Collective Bargaining Agreement Departments of: Public Works, Transportation, Motor Vehicles and The Taxicab Commission (See "Attachment H Collective Bargaining Agreement DMV and AFGE 1975"). AFGE LOCAL 1975 Covered members at DMV is 177.

Please provide, for each union, the union leader's name, title, and their contact information.

Response:

- President: Joseph Davis: Joey.VPDMV.AFGELocal1975@gmail.com
- Vice President: Shahn Douglas: ShahnD.1975@gmail.com
- Executive Vice President: Stanley Freeman: EVPPres.afgelocal1975@gmail.com
- Treasurer: Shirley Massey: ShirleyS38@yahoo.com

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

Response: Not currently in bargaining.

11. Please describe the agency's process for investigating allegations of **sexual harassment or misconduct** committed by or against its employees. List and describe any allegations received by the agency in FY24 and FY25, to date, 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 2024: An employee made allegations 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.; (2) the allegation was substantiated but it was not a violation; and (3) the allegation was not substantiated.

FY 2024: An employee alleged another employee sexually harassed her when he stated, "You could have told me to leave you alone". Employees further alleged the other employee continued to harass and bully her by sending unwanted texts and leaving voicemails.

The findings were (1) that the allegation of sexual harassment could not be substantiated; (2) the other allegations of harassment were substantiated but were not a violation.

FY 2025, as of DATE: None

Has the agency identified a primary and alternate sexual harassment officer ("SHO") as required by Mayor's Order 2023-131 ("Sexual Harassment Order")? If not, why not? If yes, please provide the names of the primary and alternate SHOs.

Response: Yes Montii Osei-Djan, SHO; Wanda Patten, Alternative SHO.

Has the agency 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.

Operations

12. For any **boards or commissions** associated with your agency, please provide a chart listing the following for each member:
Their names (or an indication the seat is vacant);
The date of their confirmation;
The date their term ends;

Whether the member is a District resident; and
Attendance at each meeting in FY24 and FY25, to date.

Response: The Traffic Adjudication Appeals Board (TAAB) is a 3-member board consisting of an attorney member, citizen member and a DMV employee member. The Board meets twice monthly in person and members attended each of those meetings.

Member	Confirmation Date	Term Expiration	DC Resident
Wyndell Banks	9/15/2019	2/12/2025	No
Desiree Matthews	7/19/2021	1/20/2026	Yes
Carole Cade	N/A	N/A	No

13. For any **task forces or organizations** of which the agency is a member, including those inside the government (e.g., interagency task forces), please provide:
The name of the task force or organization; and
Any associated membership dues paid.

Response:

- American Association of Motor Vehicle Administrators (AAMVA): DMV's Director serves on its International Board of Directors as Treasurer of AAMVA, which is a tax-exempt, nonprofit organization developing model programs in motor vehicle administration, law enforcement, and highway safety. The association also serves as an information clearinghouse in these areas and acts as the international spokesperson for these interests.

Founded in 1933, AAMVA represents the state, provincial, and territorial officials in the United States and Canada who administer and enforce motor vehicle laws. AAMVA's programs encourage uniformity and reciprocity among the states and provinces. The association also serves as a liaison with other levels of government and the private sector. Its development and research activities provide guidelines for more effective public service. AAMVA's membership includes associations, organizations, and businesses that share an interest in the association's goals. The membership dues were \$4,910 for FY24.

- 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 that improves 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 FY24.

- 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.
- Major Crash Review Task Force: The Major Crash Review Task Force analyzes every crash handled by the Major Crash Unit of the Metropolitan Police Department and recommends to the Mayor and the Council changes to the District's statutes, regulations, policies, and infrastructure that the Task Force believes would reduce the number of crashes in the District resulting in serious injury or death. The Task Force consists of voting members from The Metropolitan Police Department, The Director of the District Department of Transportation, The Office of Planning, The Bicycle Advisory Council, The Pedestrian Advisory Council, and The Multimodal Accessibility Advisory Council. Non-voting members from the Department of Motor Vehicles and the Department of For-Hire Vehicles also participate. The Task Force is only allowed to review crashes upon receipt of notice that the United States Attorney's Office for the District of Columbia and the Attorney General for the District of Columbia has declined to bring any prosecutions related to the crash; or, in the event there is a criminal proceeding against an individual involved in the crash, the issuance of a final judgment in the criminal proceeding. There is no membership fee.
- Society for Human Resource Management (SHRM): SHRM is a professional human resources membership association headquartered in Alexandria, Virginia. SHRM promotes the role of HR as a profession and provides education, certification, and networking to its members, while lobbying Congress on issues pertinent to labor management. Individual membership dues were \$249 for FY24.

14. Please list each **new program** implemented by the agency during FY24 and FY25, to date. For each new program please provide:
- A description of the program, including when it began and (if applicable) its actual or anticipated end date;
- The funding required to implement the program; and
- An assessment of the program's success.

Response: DC DMV Implemented the following in FY24/FY25:

State-to-State (S2S) Verification Service & Driver History Record (DHR)

Functionality:

DC DMV implemented the American Association of Motor Vehicle Administrators (AAMVA) **State-to-State (S2S) Verification Service** application on September 30, 2024, marking the culmination of a multi-year initiative. The version of the S2S Verification Service DC DMV implemented includes **Driver History Record (DHR)** functionality, which allows the agency to electronically send and receive driver history information with other participating jurisdictions resulting in a more complete driver history record.

S2S enhances compliance with federal regulations, like the REAL ID Act Compliance, by ensuring individuals cannot hold multiple REAL ID-compliant driver's licenses or identification cards across states and supports DC DMV's adherence to federal requirements and improves identity verification by linking state DMV systems, enabling real-time verification of an individual's driver history and identity. This reduces the risk of fraud and identity theft by ensuring that individuals cannot obtain duplicate credentials in multiple states.

Funding included 4 FTE's (1 - S2S Program Manager, and 3 – S2S Program Analysts) and realized benefits include streamlining customer service for individuals moving to or from DC, by simplifying the transfer of driver records, reducing processing time, and improving the customer experience. This allows quicker issuance of new credentials and fewer errors.

Additionally, road safety is increased by ensuring accurate driver history, including suspensions or revocations, S2S prevents individuals with unsafe driving records from obtaining new credentials in other states, contributing to overall road safety supporting the goal of limiting any person to only one driver license and one driver history.

FMCSA Exclusive Electronic Exchange (EEE):

DC DMV implemented the Federal Motor Carrier Safety Administration's (FMCSA) Exclusive Electronic Exchange (EEE) on September 30, 2024, which requires all State Driver License Agencies to implement a system and process for electronically exchanging driver history information for commercial drivers through the American Association of Motor Vehicle Administrators (AAMVA) Commercial Driver License Information System (CDLIS) which includes the posting of convictions, withdrawals, and disqualifications. The rule aligns FMCSA's regulations with existing statutory requirements set forth in the Moving Ahead for Progress in the 21st Century Act (MAP-21) and requires that all States be in compliance.

FMCSA Drug and Alcohol Clearinghouse (DACH):

DC DMV implemented the Federal Motor Carrier Safety Administration's (FMCSA) **Drug and Alcohol Clearinghouse (DACH)** on September 30, 2024, which is a secure online database that gives State Driver License Agencies, Law Enforcement, FMCSA,

and employers of commercial drivers, real-time information about commercial driver drug and alcohol program violations. The regulation requires that all State Driver License Agencies must: access and use information from the Clearinghouse; query the Clearinghouse prior to issuing, renewing, transferring, or upgrading a commercial driver license (CDL) or commercial learner permit (CLP); deny the requested commercial licensing transaction, resulting in non-issuance, due to a DACH violation; remove the CLP or CDL privilege from the driver license after receiving notification of a DACH violation; and complete a Downgrade within 60 days of such notification.

Temporary Tag Modernization:

As part of our commitment to innovation and technology, DC DMV introduced a newly designed temporary paper tag on September 30, 2024. The new tag was designed to enhance both security and functionality, ensuring it meets modern technological standards, law enforcement needs and compliance with the standards set by the American Association of Motor Vehicle Administrators (AAMVA). This temporary tag modernization replaced an over 15-year manual process, cardboard and handwritten tag to now a tear-resistant, weatherproof paper tag with laser -printer graphics.

15. Please list all **electronic databases** maintained by your agency, including the following:

A detailed description of the information tracked within each system;

The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and

Whether the public can access all or part of each system.

Response: See table below.

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
Destiny	Stores information on Driver License (DL)/ID & Registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transactions with the DMV	22 years	Ongoing upgrades include additional online and mobile customer transactions, enhancements for: RPP issuances; motor vehicle titling; interlock ignition devices

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
					process.; Mobile application upgrade to integrate with ticket system and carry out 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	28 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 the 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

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
					be released by the end of February.
Envirotech	Inspection Station Results	Authorized DMV Users	None	7 years	None
THALES (Central Server/Capture Suite/Biometrics)	Secure DL / ID digital picture system	Authorized DMV Users	None	2 years, 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	13.5 years	None
Learning Management System (LMS)	Employee Training System for tracking information	DMV Employees only	None	13.5 years	None
Knowledge Testing System (KTS)	New knowledge testing system	DMV Employees only	None	7 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	7 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	7 years, 3 months	None

Database	Information	Access to the System	Access to Public	Age of the system	Upcoming Upgrades
New Scanning system	In-house image database for scanned documents	DMV Employees only	None	5 years, 4 Months	None
Nemo-Q	New Queuing system	DMV Employees and Customers	Customer wait-time tracking	5 years, 10 months	None
Zendesk	Customer Service Platform/Helpdesk System	DMV Employees Only	Customers use the system through various comms channels to contact DMV.	5 years	None

16. What has the agency done to make the activities of the agency more **transparent** to the public in FY24 and FY25, to date?

Response: Most of DC DMV's policies, procedures and regulatory requirements are available to view on the DMV website at dmv.dc.gov, which is updated regularly to provide the public with the latest information and important news. During FY24, we continued to communicate critical information to the public to ensure transparency and build the relationship DMV has with District residents. DMV communicated pertinent information through our social media channels, live web chats, press releases, emails, phone calls to the public information officer, monthly e-newsletters, and GovDelivery E-Blast notices. Additionally, throughout FY24 and FY25 to date, DMV leadership attended and presented at ANC meetings and community events where residents were updated on the agency's operational status and various services. DMV also partnered with other DC Government agencies at community outreach events.

17. How did the agency solicit **feedback** from customers in FY24 and FY25, to date?

Response: DMV solicits customer feedback through multiple direct channels, including the support@dcdmv.zendesk.com public email, 311 service requests and via direct contact with our Communications team on our social media channels - especially X (formerly Twitter), Facebook, and Instagram. We also 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. DMV also publishes GovDelivery E-Notices, and email communications sent directly to customers from DMV staff.

What is the nature of the feedback received?

Response: Most of the feedback is positive in nature. However, some of the constructive feedback is surrounding questions or concerns when addressing complex or multipart issues. How has the agency changed its practices in response to feedback?

Response: DMV frequently makes changes and updates to its website and internal customer service practices based on feedback from customers. The agency adds information and notices to its website, creates tutorial videos and PDFs for public consumption, and/or condenses information into visual graphics for social media. The Communications and Correspondence team within DMV handle over 1,200 direct customer service requests and inquiries each month, with an average of 96% ticket completion rate in FY 2024.

18. What has the agency done to reduce agency **energy use** in FY24 and FY25, to date? Did the agency's energy use increase or decrease in FY24? Please identify how much energy use increased or decreased in terms of kWh and therms, and what percentage increase/decrease that is compared to FY17.

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

ELECTRICITY (kWh)

FY17 1,450,880

FY24 1,250,938

FY25 2,028,078

Natural Gas (Therms)

FY17 33,602.5

FY24 36,708.9

FY25 42,667

DC DMV continues to regulate temperatures in each building when unoccupied, putting lights on timers wherever possible, etc.

Budget and Finance

19. Please provide a chart showing the agency's **approved budget, actual spending, and any variance** between the two, broken down by division and subdivision, for FY24 and FY25, to date. Please provide an explanation for any variance between the approved budget and actual spending.

Response: See Attachment I "FY24-FY25 YTD Budget vs. Actuals"

20. Please list any **reprogrammings** in, out, or within the agency affecting FY24 or FY25 funds. For each reprogramming, please list:

Response: See table below.

The reprogramming number;

The total amount of the reprogramming and the funding source (i.e., local, federal, SPR);

The sending or receiving agency name (if applicable);

The original purposes for which the funds were dedicated;

The reprogrammed use of funds.

Department of Motor Vehicles (KV0)

Reprogrammings

FY 2024 Reprogrammings					
In/Out/Within	Original Purpose of Funds	Type of Funds	DIFS Document Number	Reprogramming Purpose of Funds	Amount
Out	Ticket Processing	LOCAL	266	End of year reprogramming	-268,000
				Total	-268,000

FY 2025 Reprogrammings					
In/Out/Within	Original Purpose of Funds	Type of Funds	SOAR Document Number	Reprogramming Purpose of Funds	Amount
	<i>None</i>				
				Total	0

21. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY24 and FY25, to date, including:

The Buyer agency and Seller agency;

The program and activity codes and names in the sending and receiving agencies' budgets;

Funding source (i.e. local, federal, SPR);

Description of MOU services;

Total MOU amount, including any modifications;

The date funds were transferred to the receiving agency.

Response: See Attachments J & K, for "FY24 & FY25 Intra-District Transfers"

22. Please provide a list of all **MOUs** in effect during FY24 and FY25, 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 ("SPR") funds** maintained by, used by, or available for use by the agency during FY24 and FY25, to date. For each fund, please list the following:

The revenue source name and code;

Legal authority for the fund (e.g., D.C. Code or DCMR citation);

A description of the program/activity that generates the associated revenue;

The amount of revenue generated by these activities/programs in FY24 and FY25, to date;

The amount of money expended from the fund, and the purpose of each expenditure, in FY24 and FY25, to date; and The current fund balance.

Response: See Attachment L “Special Purpose Revenue Accounts”

24. Please provide a list of all **capital projects** managed by the agency. Please include the following:
A description of each project, including any projects to replace aging infrastructure;
The amount of capital funds available for each project;
A status report on each project, including a timeframe for completion; and
Planned or anticipated spending on the project.

Response: See Attachment M, “Capital Projects Summary Worksheet”

25. Please provide a complete accounting of all **federal grants** received for FY24 and FY25, to date, including the amount, and the purpose for which the funds were granted. For FY24 grants, please describe whether those purposes were achieved and the amount of any unspent funds that did not carry over.

Response:

Federal Awarding Agency: US Department of Transportation (USDOT)

Subdivision: Federal Motor Carrier Safety Administration (FMCSA)

Purpose: Commercial Drivers License (CDL) Program Implementation Project to ensure program optimization and compliance to Federal Requirements implemented by FMCSA.

Awarded Amount: \$114,00

Project is currently in progress as award was issued in FY25. As we have not reached grant expiration, no funding has been left unspent.

26. Please list any competitive or application-based funding for which the agency is eligible under the Infrastructure Investment and Jobs Act, the Inflation Reduction Act, or any other recently enacted federal legislation. 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 additional funding for which the agency is eligible but does not plan to apply, please explain why.
For all federal funding identified, please describe any local matching requirements.
Please provide a description of the future availability of these grant funds and how the agency plans to prioritize using these grant funds before they are no longer available (if applicable).

Response: Not Applicable

27. Please list each contract, procurement, lease, and grant (“**contract**”) awarded, entered into, extended, or for which an option year was exercised, by the agency during FY24 and FY25, to date. For each contract, please provide the following information, where applicable:
The name of the contracting party;
The nature of the contract, including the end-product or service;
The dollar amount of the contract, including budgeted amount and actually spent;
The term of the contract;

Whether the contract was competitively bid or not;
The name of the agency’s contract monitor and the results of any monitoring activity;
Funding source; and
Whether the contract is available to the public online.

Response: See Attachment N “Major Contracts List”

28. For FY24 and FY25, to date, please provide the number of contracts and procurements executed by your agency, broken down by the following values:

Response: See table below.

Under \$250,000;

From \$250,000 up to \$999,999; and

\$1 million and above.

DMV CONTRACTS & PROCUREMENTS EXECUTED BY OCP		
AMOUNT	FISCAL YEAR 2024	FISCAL YEAR 2025 (THRU DEC 31, 2024)
\$0.00-\$250,000	108	30
\$250,000-\$999,999	7	4
\$1,000,000 - BEYOND	2	1

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

Contracts and procurements under \$250,000;

Response: Average Wait Time: 1.5 months (longest Wait Time: 4 Months).

Contracts and procurements from \$250,000 up to \$999,999; and

Response: Average Wait Time: 3.5 months (longest Wait Time: 4 Months).

\$1 million and above.

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: Overall, we are experiencing some inefficiencies and inconsistencies in internal procurement processes, compounded by potential staffing limitations. These include the following challenge areas:

- Procurement Strategies and Implementation Methods
 - Typically, we are required to publish solicitations when we have provided detailed supporting information confirming Competitive Exemptions and Sole Source procurements.
- Contract Status Tracking
- Access to detailed procurement information lags staffing inefficiencies and training discrepancies
 - This could result in Contracts being cancelled, option periods not being executed, or a mandate to execute new Contracts.

However, we continue to collaborate with our procurement partners to efficiently address these concerns as they arise.

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.
- A “hybrid” Delegated Procurement Authority, where agencies can have partial internal procurement authority, where the risk to the District is minimal.

○

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 rulemaking, 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. See table below.

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

Chapter #	Chapter Title	Amendment Date
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
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 FY24 and FY25, 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 FY24 or FY25, to date. 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 FY24 and FY25, to date.

Response: See table below.

FY24	DMV Service Integrity	Investigations into suspected fraud were initiated through the new NMVTIS program.	Ongoing/Results of investigations reported to NMVTIS Coordinator
FY24 – FY25	DMV Service Integrity	Biometric Investigations	Completed/Ongoing
FY24 – FY25	DMV Service Integrity	Address Fraud Investigations	Completed/Ongoing

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 fiscal years. Please

provide an update on what actions have been taken to implement 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 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 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 met this requirement.

(4) DC. Official Code §2206.13(d-1)(5): The DMV shall:(A) On January 1, 2025, and monthly thereafter submit a report to the Superior Court of the District of Columbia and the Office of the Attorney General listing the revocations of a driver's license or privilege to operate a motor vehicle that the DMV has completed pursuant to paragraph (3) of this subsection or § 50-2206.15(c-1)(3) since the most recent report submitted pursuant to this subparagraph; and

(B) On January 1, 2025, and every 6 months thereafter, submit to the Council committee with oversight of the DMV a report listing the number of revocations of a driver's license or privilege to operate a motor vehicle that the DMV has completed pursuant to paragraph (3) of this subsection or § 50-2206.15(c-1)(3) since the most recent report submitted pursuant to this subparagraph; provided, that the report submitted pursuant to this subparagraph shall not include any personally identifying information.

Shall only apply upon the date of inclusion in an approved budget and financial plan.

DMV has not met this requirement as it was not included in an approved budget and financial plan.

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

Response:

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. (Case is still pending with discovery closing soon)

Garry of the Rosemond Family vs Pamela B. Washington, Department of Motor Vehicles, Kimberly Smith Child Support Division; DC Superior Court, 2024-CAB-001005

Plaintiff's driver license was suspended due to non-payment of child support. He is suing for constitutional due process violations and for the reinstatement of his driver license.

Melodie Shuler and Meleik Delaney. vs Moses Dicks, Shawn Watkins, Gabriel Robinson, Marquis Watkins, Jane Doe #1, Jane Doe #2, Jane Doe #3, and Jane Doe #4 (all DMV employees); U S District Court for the District of Columbia; 1:24-cv-01292

Plaintiffs (mother and son) allege that: they were denied procedural due process; were subject to negligent infliction of emotional distress; were defamed and libeled; that the agency was negligent and failed to train its employees because his son was denied a driver license when he attempted to convert his out of state license to a DC license. Plaintiffs are seeking \$500,000.

Ekere Inyangette vs DC Department of Motor Vehicles, US District Court for the District of Columbia, 1:24-cv-02584-LLA

Plaintiff claims that the DMV wrongfully revoked his driver license in 2024 after being found not guilty of driving under the influence in Maryland. He is seeking the reinstatement of his driver's license.

41. Please list all **settlements** entered into by the agency or by the District on behalf of the agency in FY24 or FY25, 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: Ryon Dixon vs Gabriel Robinson as Director of Department of Motor Vehicles et al, DC Superior Court Tax Division, 2024-CVT-000013

Dixon sued because of the perceived failure of the DMV to honor an online estimation of the excise tax for his used vehicle. The matter was settled for the tax assessed over the estimate (\$624) plus filing costs (\$120) for a total of \$744.

42. Please list any **administrative complaints or grievances** that the agency received in FY24 and FY25, 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 FY24 or FY25, to date, describe the resolution.

Response:

Office of Employment Appeals (OEA)

FY 24:

A former employee was terminated for Conduct Prejudicial to the District Government (verbal and physical altercation). Employee appealed and is seeking reinstatement and transfer to another District Government agency. The matter scheduled for evidentiary hearing on January 22 and 23, 2025 has been postponed indefinitely due to the unavailability of the administrative law judge.

A former probationary employee filed a petition seeking reinstatement. DMV filed a motion to dismiss for lack of jurisdiction based on the probationary status of the former employee. Briefs on the issue of jurisdiction were filed in November (employee's brief) and December (agency's response to employee's brief on jurisdiction)

FY 25: none

Office of Human Rights (OHR)

FY 24: Former employee that was terminated for conduct prejudicial to the District Government alleged discrimination against her based upon sex/ personal appearance; disparate treatment and retaliation. The employee claimed that because of her sex and body type the agency discriminated against her when she was told that her dress did not comply with the DMV dress code. She claimed that the justification for her termination was a pretext as the other individuals involved in the incident were not terminated and that she was in fact terminated because of her sex and personal appearance. She further claims that her termination was retaliatory because she sought to speak with an EEO Counselor about the discrimination that she was facing.

Customer alleged that the agency discriminated against her by failing to provide reasonable accommodation of her disability. Customer is hearing impaired and when she visited agency's Adjudication Services to retrieve her impounded vehicle, she claimed that the agency refused to provide her with an interpreter.

FY 25: None

Equity

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

What were the findings of any such assessments in FY24 or FY25, to date?

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 changes did the agency make in FY24 and FY25, to date, with respect to how it conducts such assessments?

Response: DMV continued its work in partnership with the Office of Racial Equity to develop its racial equity action plan (REAP). The purpose of the REAP is to develop agency policies and procedures through a racial equity lens to address and eliminate inequities.

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

Response: DMV is developing its racial equity statement and has formed its Racial Equity Action Team to create the agency's racial equity action plan with guidance provided by the Mayor's Office of Racial Equity.

How was the policy formulated?

Response: The policy will be formulated after the approval of the REAP by the ORE.

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

Response: Once the policy is developed and approved, it will be used to ensure the agency is making decisions through a racial equity lens.

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

Response: Yes, DMV has dedicated staff.

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

Response: Once the policy is developed and approved, we will assess the compliance.

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 O "EEO Policy Statement".

How was the policy formulated?

Response: The policy was formulated based upon the DC Human Rights Act.

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

Response: When addressing EEO complaints from employees or residents, DMV ensures 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 and EEO 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 employee pay parity gaps. 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 other components that are part of the District's effort to build the middle class.

47. In FY24 or FY25, to date, 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 the remainder of FY25 and beyond?

Response: In FY 2024, DMV addressed racial inequities by hosting a six-week Educational Outreach Program about the Knowledge Test for youth living in the District, particularly residents who live in zip codes 20011, 20019, and 2020. The goal was to prepare teenagers and young adults to pass the Knowledge Test and obtain a learner permit and eventually a driver license opening the door to more educational and professional work opportunities. The agency also held Job Prep Workshops to provide District Residents, especially those in the BIPOC community, with solid information on how to prepare their resume and interview for jobs. In FY 2025, DMV is going to expand the Knowledge Test Bootcamp by collaborating with DCPS to bring the educational outreach program directly to the schools and increase outreach to BIPOC students.

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: The agency sends communications about positions that are open to the public to the Mayor’s Office Latino Affairs, Mayor’s Office of Asian and Pacific Islander Affairs, and Mayor’s Office of African Affairs. Additionally, we surveyed the residents who participated in the Educational Outreach Program and the Job Prep Workshops, as the majority of the attendees were BIPOC.

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: In FY 2024, DC DMV experienced turnover with its Racial Equity Action Team (REAT) members. However, every member has been committed to developing the agency’s racial equity action plan.

Additionally, DMV continues to exceed its DSLBD/CBE expendable budget goals in regard to procurement. The agency is intentional about contracting with businesses that are District-based as well as owned and operated by members of the BIPOC community.

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; However, we know that the majority of our employees are BIPOC based on DCHR’s data.

Agency-Specific Questions

Agency Management

52. Please provide the most current human resources policy and the process for reviewing employee performance for any disciplinary action. Please list all agency officials who have reviewed or adjudicated employee disciplinary proceedings and the nature of their involvement.

Response: DC DMV follows the most current human resources policy and processes as established by DCHR for reviewing employee performance for any disciplinary action: the PIP (Performance Improvement Plan). This policy below is from the District Personnel Manual:

1410 Performance Improvement Plan

1410.1 This section shall not apply to probationary employees in the Career Service.

1410.2 A Performance Improvement Plan (PIP) is designed to facilitate constructive discussion between an employee and his or her immediate supervisor to clarify areas of work performance that must be improved. Once the areas for improvement have been identified, the PIP provides the employee with the opportunity to demonstrate improvement in those areas and his or her ability to meet the specified performance expectations.

1410.3 A PIP issued to an employee shall last for a period of thirty (30) to ninety (90) days and must:

- a. Identify the specific performance areas in which the employee is deficient; and
- b. Provide concrete, measurable action steps the employee can take to improve in those areas.

1410.4 An employee's immediate supervisor or, in the absence of the employee's immediate supervisor, the reviewer, as the term is defined in Section 1499, shall complete a PIP when the employee's performance has been observed by the immediate supervisor as requiring improvement.

1410.5 Within ten (10) business days after the end of the PIP period, the employee's immediate supervisor or, in the absence of the employee's immediate supervisor, the reviewer, shall issue a written decision to the employee as to whether the employee has met or failed to meet the requirements of the PIP.

1410.6 If the employee fails to meet the requirements of the PIP, the written decision shall state the reason(s) the employee was unsuccessful in meeting those requirements and:

- a. Extend the PIP for an additional period, in accordance with Subsection 1410.8; or
- b. Reassign, reduce in grade, or remove the employee.

1410.10 If the employee fails to meet the requirements of the PIP after the additional period of time provided, the written decision shall reassign, reduce in grade, or remove the employee.

Agency Officials

Odessa Nance (retired)

David Glasser (retired)

Montii Osei-Djan

Lisa Payne

Pamela Washington

Adjudicated or Served as Hearing Officer or Deciding Official

Wanda Butler (hearing officer) – FY 24

Cassandra Claytor (deciding official) – FY 25

Rakonda Cobb (proposing and deciding official) FY 24 and FY 25

Darnell Fountain (hearing officer) FY 25

Marquis Miles (hearing officer) FY 25

Tyrone Sweatt (hearing officer) FY 25

Gabriel Robinson (deciding official) FY 24 and FY 25

Adjudication Services

53. Of the tickets issued on FY23, FY24, and FY25, to date, for which DMV was responsible for resolution/adjudication, how many (both total number and as a percentage) were:

Paid on-time and without contestation;

Admitted with explanation; or

Contested?

Response: See table below:

	Tickets Issued	Paid on-time, No contest	Requested Adjudication	Adjudicated	Admit with Explanation
FY23	2,998,010	932,863 (31%)	430,646 (14%)	237,741(55%)	39,939 (17%)
FY24	4,362,560	1,060,045(24%)	697,730 (16%)	302,095(43%)	72,078 (24%)
FY25 thru 12/31/24)	1,056,782	224,674(21%)	85,746 (8%)	20,316(24%)	4,790 (24%)

54. Please provide an updated version of the Adjudication Caseload Statistics chart that includes statistics from FY23, FY24, and FY25, to date. Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

Response: See chart below and note that tickets issued by a law enforcement officer are listed under “*Moving Citations*” and tickets issued by a photo enforcement camera are listed under “*Photo Citations*.”

FY24/25 DMV Adjudication Caseload Statistics			
	FY 2023	FY 2024	FY 2025 (thru 12/31/2024)
<i>Parking Citations</i>			
Number of Citations Processed	1,372,984	1,201,803	266,411
Number of Requests for Adjudication Filed	292,717	264,505	58,644
Number of Cases Pending as of October 1	12,422	19,390	15,221
Number of Final Orders Issued *****	146,809	143,392	33,465
Number of Final Orders that Dismissed	50,810	45,180	11,534
Number of Final Orders that Affirmed	92,678	89,548	19,613
<i>Moving Citations</i>			
Number of Citations Processed	45,523	44,736	12,380
Number of Requests for Adjudication Filed	20,328	21,147	5,098
Number of Cases Pending as of October 1	1,184	1,345	224
Number of Final Orders Issued *****	9,108	8,462	2,480
Number of Final Orders that Dismissed	5,557	4,140	1,588

FY24/25 DMV Adjudication Caseload Statistics			
Number of Final Orders that Affirmed	3,453	2,055	509
<i>Photo Citations</i>			
Number of Citations Processed	1,480,878	2,764,051	778,875
Number of Requests for Adjudication Filed	229,329	389,846	131,773
Number of Cases Pending as of October 1	22,867	73,776	77,931
Number of Final Orders Issued *****	113,485	159,725	59,568
Number of Final Orders that Dismissed	19,661	37,008	15,455
Number of Final Orders that Affirmed	91,408	115,494	40,819
<i>Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate, and Other Matters) *</i>			
Number of Requests for Adjudication Filed	603	371	158
Number of Cases Pending as of Oct 1	N/A	N/A	N/A
Number of Final Orders Issued	398	343	99
Number of Final Orders that Dismissed (Approved for Reinstatement)	355	306	69
Number of Final Orders that Affirmed (Revoked/Suspended by Examiner)	43	37	5
<i>Number LOLs, No Action & FTA decisions</i>	111	21	7
<i>General</i>			
Mean Length of Time Required to Close a Case (Filing to Final Order)	102 days	64 days	98 days
Number of Hearing Examiners	20	31	30
Mean Caseload per Hearing Examiner	13,470	10,051	3,184
<i>Traffic Adjudication Appeals Board</i>			

FY24/25 DMV Adjudication Caseload Statistics			
Number of Cases Pending as of Oct1 (Appeals are reviewed within month of filing)	0	181	40
Number of Final Orders Appealed - (Dispo 80)	824	1,024	303
Number of Decisions Issued (Affirmed, Reversed, Remanded)	815	843	202
Mean Length of Time Required to Close a Case	47 days	50 days	50 days
Number of Board Meetings	Biweekly	Biweekly	Biweekly
<i>*Collections</i>			
Number of Citations Processed	2,899,385	4,010,590	1,057,666
Value of Citations Processed	\$416,995,239	\$643,370,749	\$153,889,155
Parkers	\$128,416,675	\$113,360,804	\$22,334,661
Movers	\$10,091,481	\$10,864,730	\$2,568,734
Photo	\$278,487,083	\$519,145,215	\$128,985,760
Number of Citations Paid	2,209,271		387,838
Number of Citations Paid to DMV pre-collections	1,581,226	2,032,341	387,838
Value of Citations Paid to DMV pre- collections	\$161,190,422	\$224,897,721	\$40,133,291
Number of Citations Paid to Outside Collectors	628,045	224,122	79,377
Value of Citations Paid to Outside Collectors	\$42,742,747	\$44,148,427	\$12,772,740
Number of Citations Paid during the Ticket Amnesty Program Period	N/A	N/A	N/A
Value of Citations Paid during the Ticket Amnesty Program Period	N/A	N/A	N/A
Number of Unpaid Citations	1,187,532	1,871,429	661,162
Number of Unpaid Citations Owed by District Residents	218,403	318,938	118,366
Number of Unpaid Citations Owed by Maryland Residents	447,537	718,502	250,905
Number of Unpaid Citations Owed by Virginia Residents	361,396	611,522	208,704
Number of Unpaid Citations Owed by Residents of Other Jurisdictions	160,196	222,467	83,187
Value of Unpaid Citations	\$228,436,508	\$375,264,817	\$109,986,976
Value of Unpaid Citations Owed by District Residents	\$39,126,799	\$59,375,370	\$18,401,474

FY24/25 DMV Adjudication Caseload Statistics			
Value of Unpaid Citations Owed by Maryland Residents	\$89,807,517	\$147,652,185	\$42,061,708
Value of Unpaid Citations Owed by Virginia Residents	\$70,889,987	\$127,118,464	\$36,162,105
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$28,612,205	\$41,118,798	\$13,361,689
*NOTE: Revenue is not certified by OCFO, but is out of DMV's ticket processing database			
**** Includes continued cases			

55. What was the average time from a request for adjudication to the issuance of a hearing examiner order in FY23, FY24, and FY25, to date?

Response: See table below.

FY23	FY24	FY25 (thru 12/31/24)
102 days	64 days	98 days

56. How many requests for reconsideration were filed in FY23, FY24, and FY25, to date?
How many were granted?

Response: See table below:

Reconsiderations	FY23	FY24	FY25 (thru 12/31/24)
Received	11,849	15,130	4,774
Denied	9,253	12,549	4,227
Granted	2,596	2,581	547

57. How many motions to vacate were filed in FY23, FY24, and FY25, to date?
How many were granted?

Response: See table below:

Fiscal Year	Filed	Granted
FY23	18,865	2,604
FY24	35,174	4,817
FY25 (thru 12/31/24)	2,797	420

58. How many appeals were filed in FY23, FY24, and FY25, to date? Please break your response down by basis for the appeal.
How many were granted?

Response: See table below:

Fiscal Year	Appeals Filed	Granted
FY23	824	113
FY24	1,024	154
FY25 (thru 12/31/24)	303	67

Please break your response down by basis for the appeal.

Response:

DC Code 50- 2304.03 provides that an appeal before TAAB may be reviewed and set aside for the following reasons:

1. Arbitrary, capricious, and abuse of discretion or otherwise not in accordance with the law;
2. In excess of statutory jurisdiction, authority or limitations or short of statutory rights;
3. Without observance of procedure required by law, including any applicable procedure provided by this Chapter; or
4. Unsupported by substantial evidence in the record of the proceedings before the Appeals Board.

Our current appeals process requires an appellant to provide an appeal statement, stating the basis for their appeal, they are not required to identify one of the above legal basis for their appeal.

59. What was the average time from an appeal of a hearing examiner's order to final disposition by a Traffic Adjudication Appeals Board panel in FY23, FY24, and FY25 to date.

Response: See table below.

	FY23	FY24	FY25 (thru 12/31/24)
Average time from appeal to final decision by Board	47 days	50 days	50 days

60. Please provide the three most common reasons that led to the dismissal of a parking, moving, or automated traffic enforcement ticket in FY24 and FY25, to date (*i.e.*, ticket submitted late for processing, etc.).

Response: See table below.

Dismissal Reason	FY23	FY24	FY25 (Thru 12/31/24)
Tickets dismissed based on 15-year discharge policy. (dispo 137)	232,815	252,722	57,916

Dismissal Reason	FY23	FY24	FY25 (Thru 12/31/24)
Dismissed on merits – legal defense to ticket provided (dispo 24)	35,449	37,795	10,285
Ticket dismissed for make mismatch (dispo 134)	30,955	27,408	5,840

61. Please provide the five most common legal defenses leading to dismissal on the merits of a parking, moving, or automated traffic enforcement ticket in FY24 and FY25, to date.

Response: See table below.

Dismissal Reason	FY24
Stolen Vehicle	17,125
Poor Image	4,238
Park Mobile Receipt	3,595
Multiple Vehicles	1,377
ROSA Exemption	1,032

Dismissal Reason	FY25(thru 12/31/24)
Stolen Vehicle	7,856
Poor Image	1,660
Park Mobile Receipt	918
Official Govt Business	345
ROSA Exemption	340

62. Please break down each type of adjudication proceedings (e.g., initial contest, request for reconsideration, motion to vacate, final appeal) in FY23, FY24, and FY25, to date, by format/venue (e.g., in-person, online, and mail).

Response: See tables below.

Motions to Vacate	Filed	Granted	Denied
FY23	18,865	2,604	16,261
FY24	35,174	4,817	30,357
FY25(12/31/24)	2,797	420	2,377

Reconsiderations	FY23	FY24	FY25 thru 12/31/24)
Received	11,849	15,130	4,774
Denied	9,253	12,549	547
Granted	2,596	2,581	4,227

	Appeals Filed	Granted
FY23	824	113
FY24	1,024	154
FY25 (thru 12/31/24)	303	67

Number of adjudications processed in FY 2024 and FY 2025 to date, broken down by category (in-person, online, and mail).

Response: See table below.

Source	FY23	FY24	FY25 (thru 12/31/2024)
In-person	26,834	41,905	12,346
Mail	22,257	23,214	6,958
Online	198,829	236,624	72,435
Virtual	21,482	17,899	4,308

63. How many moving citations are currently outstanding? What is the total dollar amount of those citations? Please provide a percentage breakdown of the jurisdictions to which these outstanding citations to vehicles are registered.

Response: Please refer to the Collection Section of DMV Adjudication Caseload Statistics for Moving Citation details.

64. How many automated traffic or photo enforcement citations are currently outstanding? What is the total dollar amount of those citations? Please provide a percentage breakdown of the jurisdictions to which these outstanding citations to vehicles are registered.

Response: Please refer to the Collection Section of DMV Adjudication Caseload Statistics for Photo Citation details.

65. Please describe how the agency's hearing examiners and appeals board members are trained and any continuing education or professional development they receive. Does the agency maintain a body of knowledge or compendium of prior decisions to inform future decision-making?

Response: DMV's hearing examiners participate in a robust training program upon hire with the agency. The program consists of online training modules dedicated to each type of ticket or matter adjudicated (parking, minor moving, automated traffic enforcement, and permit control), group lectures, one-on-one review and discussion of hearing records, participation in mock hearings, and deciding on parking tickets contested by mail adjudication. Once the hearing examiner develops a proficiency in deciding parking tickets contested by mail adjudication, he or she then moves on to conducting in-person parking tickets and automated traffic enforcement citations. Once the hearing examiner masters conducting in-person parking tickets and automated traffic citations, he or she moves on to adjudication of minor moving violations by mail and in-person. Following successful completion of this rotation, they move on to conduct permit control hearings, which result from charges of drinking and driving. These drivers have received a proposed revocation

order of their driver's license or non-resident driving privileges and the hearing examiner conducts a show cause hearing to determine if the revocation is upheld.

Regarding the appeals board, the current panel of appeals board members are former hearing examiners with DMV or other agencies and have a wealth of experience in ticket adjudication. When they are hired, they are provided much of the same training as hearing examiners and are regularly updated on new legislation and changes to existing law.

66. Does the agency conduct audits of adjudicated cases to evaluate hearing examiner performance or to ensure consistent decision-making?

Response: Hearing examiners receive a monthly report of their decisions that were reversed by the Traffic Adjudication Appeals Board. For training purposes, Hearing Examiners also routinely meet with supervisors for one-on-one reviews of their select cases to increase consistency.

67. 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; and
Any current vacancies on a panel (and when the Department anticipates filling such vacancies).

Response: Currently there is one TAAB. The Board composition is detailed below. DMV is in the process of recruiting for a second Board (citizen and attorney member) and will assign a DMV employee after recruitment and training.

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

Parking Enforcement

68. How many parking citations were forwarded to the DMV for resolution/adjudication in FY23, FY24, and FY25, to date?

Response: Please refer to the DMV Adjudication Caseload Statistics Parking Citation for these details.

69. What is the average length of time for parking tickets issued via automated handheld devices to be uploaded into the DMV's ticket processing system?
What percentage of parking tickets issued by District agencies are via automated handheld devices?

Response: See table below

	FY23	FY24	FY25 (thru 12/31/24)
Average length of time tickets uploaded	28 days	19 days	18 days

	FY23	FY 24	FY25(thru12/31/24)
Percentage of automated handheld device-issued parking tickets	99%	99%	99%

70. What is the average length of time for handwritten parking tickets to be uploaded into the DMV's ticket processing system?

Response: See table below.

	FY23	FY24	FY25 (thru 12/31/24)
Average length of time for handwritten parking tickets to be uploaded	28 days	19 days	18 days

What percentage of parking tickets issued by District agencies are handwritten?

Response: See table below.

	FY23	FY 24	FY25 (thru12/31/24)
Percentage of parking tickets issued by DC agencies that are handwritten	1%	1%	<1%

71. For FY23, FY24, and FY25, to date, what percentage of parking tickets were not responded to within 30 days, 60 days, and 90 days of issuance?

Response: See table below.

	No response by day 30	No response by Day 60	No Response by Day 90
FY23	41.35%	12.94%	N/A
FY24	41%	13%	7%
FY25 (thru 12/31/2024)	40%	9%	.06%

72. How many parking citations are currently outstanding or unpaid? What is the total dollar amount of those citations? Please provide a percentage breakdown of the jurisdictions to which these outstanding citations to vehicles are registered.

Response: See table below.

	FY23	FY24	FY25 (thru 12/31/24)
Total Parking Tickets Outstanding *	487,464	384,260	130,150
Total Dollar Amount *	\$63,078,840	\$56,031,175	\$14,194,495

%Breakdown by Jurisdictions	FY23	FY24	FY25 (thru 12/31/24)
Parking Tickets DC	21%	17%	22%
Parking Tickets MD	32%	32%	32%
Parking Tickets VA	31%	37%	32%
Parking Tickets Other	15%	14%	15%

73. Please provide the number of Residential Parking Permit (“RPP”) participants for FY24 and FY25 to date.

Response: See table below.

	FY2024	FY2025
RPP COUNT	88,004	22,903

How does the agency 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.

Identification Cards, Driver Licenses, and Limited Purpose Credentials

74. Please provide the total number of identification cards issued or renewed by the DMV in FY23, FY24, and FY25, to date, broken down by month.

Response: See table below.

MONTH	FY23	FY24	FY25
OCT	1762	1603	1917
NOV	1545	1480	1733
DEC	1569	1441	1681

MONTH	FY23	FY24	FY25
JAN	1789	1619	
FEB	1690	1787	
MAR	2115	1980	
APR	1820	1848	
MAY	1702	1910	
JUN	1854	1987	
JUL	1823	1891	
AUG	2139	2148	
SEP	1676	1722	
FY Totals	21,484	21,416	5,331

What is the total number of valid identification cards currently in use?

Response: Total in system as of 15th Jan 2025 is 131,473.

75. Please provide the total number of driver licenses issued or renewed by the DMV in FY23, FY24, and FY25, to date, broken down by month.

Response: See table below.

MONTH	FY23	FY24	FY25
OCT	5830	5814	8466
NOV	5441	5284	6917
DEC	6128	5458	6923
JAN	6547	5929	
FEB	5742	5719	
MAR	6822	6446	
APR	6207	5850	
MAY	6167	6373	
JUN	6542	6944	
JUL	6547	6776	
AUG	7566	7779	
SEP	6315	7232	
FY Totals	75,854	75,604	22,306

What is the total number of valid driver's licenses currently in use?

Response: Total in system as of January 15, 2025, is 426,268.

76. Please provide the total number of commercial driver licenses ("CDLs") issued or renewed by the DMV in FY23, FY24, and FY265, to date, broken down by month.

Response: See table below.

MONTH	FY23	FY24	FY25
OCT	115	114	137

MONTH	FY23	FY24	FY25
NOV	112	100	139
DEC	107	110	122
JAN	141	112	
FEB	119	99	
MAR	140	114	
APR	101	121	
MAY	103	141	
JUN	115	108	
JUL	154	136	
AUG	165	154	
SEP	125	120	
FY Totals	1,497	1,429	398

What is the total number of valid CDLs currently in use?

Response: Total in system as of January 15, 2025 is 5,097.

77. Please provide the total number of learner's permits issued or renewed by the DMV in FY23, FY24, and FY25, to date, broken down by month.

Response: See table below.

MONTH	FY23	FY24	FY25
OCT	2661	2792	3652
NOV	2569	2634	3525
DEC	3238	2930	3588
JAN	3691	3200	
FEB	3206	3216	
MAR	3886	3847	
APR	3388	3383	
MAY	3285	3515	
JUN	3810	4089	
JUL	3526	3735	
AUG	3954	4031	
SEP	2990	3393	
FY Totals	40,204	40,765	10,765

What is the total number of valid learner's permits currently in use?

Response: Total in system as of January 15, 2025 is 8,829.

78. Please provide the total number of provisional licenses issued or renewed by the DMV in FY23, FY24, and FY25, to date, broken down by month.

Response: See table below.

MONTH	FY23	FY24	FY25
OCT	559	560	534
NOV	548	575	488
DEC	691	673	692
JAN	854	717	
FEB	645	550	
MAR	807	727	
APR	687	591	
MAY	709	682	
JUN	860	783	
JUL	861	709	
AUG	974	781	
SEP	586	508	
FY Totals	8,781	7,856	1,714

What is the total number of valid provisional licenses currently in use?

Response: Total in system as of January 15, 2025, is 2,171.

79. Please provide the total number of limited purpose credentials (“LPC”) issued or renewed by the DMV in FY23, FY24, and FY25, to date, broken down by month of issuance and whether the credential is a limited purpose identification card or limited purpose driver’s license.

Response: See table below.

Limited Purpose		
	Driver Licenses	Identification Cards
FY2023		
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
FY23 Total	2,520	1,284

Limited Purpose		
	Driver Licenses	Identification Cards
FY24		
October	195	91
November	156	89
December	158	85
January	197	102
February	197	109
March	184	122
April	201	108
May	190	133
June	174	107
July	181	106
August	196	82
September	168	92
FY24 Total	2,197	1,226
FY25		
October	219	102
November	182	94
December	170	82
Total to Date (thru Dec 31, 2024)	571	278

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 the DMV provide an LPC?

Response: All Limited Purpose Credentials are valid for 8 years.

Does the agency 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: All Limited Purpose Credentials are valid for 8 years

80. Please provide a comprehensive 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, 2025, 99.99% 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.

81. Please provide a breakdown of the listed proof of residency documents on the agency’s limited purpose credential residency certification form for FY23, FY24, and FY25, to date, broken down by whether the document was used for a limited purpose identification card or limited purpose driver’s license, and whether the document was accepted or rejected.

Response: The documents below are acceptable for proof of residency for a limited purpose identification card and driver license, and all have been accepted throughout FY23, FY24, and FY25, to date.

- Utility bill (water, gas, electric, oil, or cable), issued within the last 60 days (disconnect notices/bills are not accepted)
- Telephone bill (cell phone, wireless, or pager bills acceptable), issued within the last 60 days (disconnect notices/bills are not accepted)

- Deed, mortgage, or settlement agreement issued within the last 60 days
- Unexpired lease or rental agreement with the name of the applicant listed as the lessee, permitted resident, or renter (can be a photocopy)
- Unexpired Sublease accompanied by the original unexpired Lease with the name of the certifier as sub-lessor
- DC property tax bill/tax assessment issued within the last 12 months
- Unexpired homeowner's or renter's insurance policy reflecting name and address
- **Letter with picture from Court Services and Offender Supervision Agency (CSOSA) or DC Department of Corrections (DC DOC) certifying name and DC residency issued within the last 60 days (Identification Card Only)
- **DC DMV Proof of Residency Certification Form signed within the last 60 days by the certifier residing at the residence AND a copy of the certifier's unexpired DC Driver license or DC identification card AND 2 proof of residency documents (1 primary and 1 secondary) in the certifier's name, and proof of relationship document if certifying for a qualified family member. Leases that stipulate authorized tenants cannot be used to certify individuals that are not permitted to reside at the residence.
- Official Mail—received from ANY government agency (with full name and address) to include contents received within the last 60 days, excluding mail from DC DMV (Change of Address Notifications from the Postal Service are NOT accepted)
- **DC DMV-approved form from certified social service provider (Identification Card Only)
- Car/Personal Loan statement (no coupon books/vouchers accepted) issued within the last 60 days
- Home Security System Bill issued within the last 60 days
- Letter on official letterhead issued by DC Universities and Colleges registrar's office reflecting customer's name and certifying the customer's on-campus address issued with the last 60 days

82. During FY23 and FY24 performance oversight, the 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, effective February 24, 2022 (D.C. Law 24-72; 69 DCR 186). During testimony and in its responses, the agency noted it was in discussion with the vendor community and the American Association of Motor Vehicle Administrators (“AAMVA”).

What is the status of these discussions?

Response: The discussions are ongoing as technology is constantly changing. Since the passage of the Department of Motor Vehicles Electronic Proof of License, Permit or Identification Card Amendment Act of 2021, DMV has engaged with the vendor community to discuss options for an electronic permit, driver license, and ID card.

What is the timeline for the rollout of these new electronic forms of identification?

Response: There is no timeline for this initiative as no new funding has been identified to advance the agency's efforts. In the meantime, the agency continues to participate in the national dialogue hosted by AAMVA to determine standards and guidelines to assist with moving the program forward while exploring internal development options for designing and issuing digital credentials.

What kind of public education will the agency be doing regarding the new program? When will that outreach begin?

Response: There is no timeline to provide on public education. However, the public will be informed when updates are available.

Will the agency be undertaking any training for MPD, Metro Police, DPW, and other enforcement entities on the new electronic forms of identification?

Response: Yes. The DMV will provide training and information to all stakeholders.

83. When was the last time the agency comprehensively reviewed designations on its credentials, including those for customers with a disability?

Response: In December 2024, DC DMV initiated a preliminary internal review of the special indicators to assess inclusivity and acceptability of the terms currently used. The assessment is ongoing to establish feasibility and identify any changes required.

Please list all designations that the agency currently allows and the specific date the agency implemented the designation. Include any designation that the agency has reviewed and rejected or is in the process of reviewing and implementing.

Response: In February 2019, DC DMV began offering new special designation indicators that can be added to the customer's credential.

- Autism - A
- Visually Impaired - R
- Hearing Impaired – U
- Intellectual Disability – Q
-

Vehicle Inspections and Registration

84. How many vehicle inspections were performed in FY23, FY24, and FY25, to date? Please break down your response by inspections performed by DMV staff and inspections performed at a self-inspection kiosk.

Response: See table below.

FISCAL YEAR	TOTAL INSPECTIONS	TAKOMA PK OBD KIOSK	FT STANTON OBD KIOSK
2023	153,137	13,106	0
2024	130,936	13,074	612
2025	33,150	3,172	377

85. How many vehicles were titled and/or registered in the District in FY23, FY24, and FY25, to date?

Response: See table below.

FY2023	FY2024	FY2025
58,797	55,033	14,951

Please list the number of tags, by type, that were issued to vehicle owners in FY24 and FY25 to date.

Response: See table below.

PLATE STYLE TYPE	FY24	FY25
2018 STANLEY CUP CHAMPIONS TAGS	8	2
2019 WOMENS NATIONAL BASKETBALL ASSOCIATION CHAMP	2	0
ALPHA KAPPA ALPHA TAGS	4	1
ALPHA PHI ALPHA FRATERNITY TAGS	1	0
ANACOSTIA RIVER COMMEMORATIVE TAGS	321	95
AUTOCYCLE TAGS	1	0
BIC TAGS	2	0
BICYCLE AWARENESS TAGS	108	21
BMW CAR CLUB OF AMERICA TAGS	9	4
BREAST CANCER AWARENESS TAGS	53	19
BUS TAGS	290	64
CHILDREN FIRST FOUNDATION	1	0
CLERGY TAGS	1	0
COMMERCIAL TAGS	622	264
D.C. WOMEN VETERANS SPECIALTY TAG	7	0
DC GOVT TAGS	613	177
DC LODGE TAGS	14	5
DEALER REASSIGNMENT FORMS	795	332
DEALER TAGS	298	250
DELTA SIGMA THETA TAGS	3	0
DISABILITY MOTORCYCLE TAGS	1	35
DISABILITY TAGS	267	90
DISABLED AMERICAN VETERAN TAGS	76	29

PLATE STYLE TYPE	FY24	FY25
DISABLED VETERAN TAGS	5	4
DISABILITY PLACARDS	5018	2252
DONATE LIFE TAGS	3	3
FIRE FIGHTER TAGS	7	3
FLORIDA A & M UNIVERSITY	1	0
HISTORICAL TAGS	157	50
INSPECTION STICKER	12384	3644
KAPPA ALPHA PSI FRATERNITY	6	1
LIMOUSINE TAGS	31	16
LOW TAGS	175	28
MASONIC FOUNDATION OF WASHINGTON DC	2	0
MASONS TAGS	3	0
MOREHOUSE COLLEGE ALUMNI	2	0
MOTOR DRIVEN CYCLE TAGS	95	21
MOTORCYCLE TAGS	634	146
MOTORCYCLE TEMPORARY TAGS	10	3
NATIONAL ASSOCIATION OF BLACK SCUBA DIVERS	1	0
NON-EXP INSPECTION STICKER	3798	1339
OFFICE OF VETERANS AFFAIRS TAGS	32	5
OMEGA PSI PHI TAGS	1	1
ONE WEEK PLACARDS	18	8
PERSONALIZED TAGS	662	186
PORSCHE CLUB OF AMERICA	3	0
REGISTRATION STICKER	13275	4484
RENTAL TAGS	678	146
STANDARD TAGS	47333	13568
TAXI TAGS	175	46
TEAMSTERS UNION TAGS	2	0
TEMPORARY TAGS	2594	535
TRAILER TAGS	151	40
UNITED STATES AIR FORCE VETERAN TAGS	19	2
UNITED STATES ARMY VETERAN TAGS	47	17
UNITED STATES COAST GUARD VETERAN TAGS	2	1
UNITED STATES MARINE VETERAN TAGS	14	7
UNITED STATES NAVY VETERAN TAGS	16	4
UNIVERSITY OF MICHIGAN	6	0
UNIVERSITY OF MISSISSIPPI	4	0
VETERANS OF FOREIGN WARS OF US	1	0

PLATE STYLE TYPE	FY24	FY25
WASHINGTON CAPITALS TAGS	16	6
WASHINGTON MYSTICS	3	1
WASHINGTON NATIONALS	112	19
WHITE STARS TAGS	1	0
WIZARDS TAGS	80	37
WWW TAGS	117	39

86. Please provide the total number of hybrid, electric, and alternative fuel vehicles currently registered in the District and the number of newly registered in FY23, FY24, and FY25, to date. Of these, please indicate how many belong to the District government.

Response: See tables below:

NEWLY REGISTERED IN FY23, FY24, AND FY25:

FUEL TYPE	FY23	FY24	FY25
HYBRID	4202	4744	1680
ELECTRIC	2765	3246	1172
FLEXIBLE FUEL	1927	1725	461

NEWLY REGISTERED GOVERNMENT VEHICLES IN FY23, FY24 AND FY 25:

FUEL TYPE	FY23	FY24	FY25
HYBRID	32	166	40
ELECTRIC	164	26	1
FLEXIBLE FUEL	3	34	0

87. Please provide the number of active “H” tags and “L” tags in FY24 and FY25, to date. Please provide the total number of “H” tags and “L” tags issued (excluding renewals) in FY23, FY24, and FY25, to date.

Response: See tables below.

Number of active “H” tags and “L” tags in FY2023, FY 2024 and FY 2025 to date:

TAG TYPE	FY23	FY24	FY25
“H”	1,396	1,516	498

TAG TYPE	FY23	FY24	FY25
“L”	67	96	36

Total number of “H” tags and “L” tags issued (excluding renewals) in FY2023, FY 2024 and FY 2025 to date:

TAG TYPE	FY23	FY24	FY25
“H”	113	175	46

TAG TYPE	FY23	FY24	FY25
“L”	28	31	16

88. 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 2023, 2024, and 2025 to date. For each category, please also list the number of vehicles that were issued disability vehicle tags.

Response: See tables below.

Vehicle Type	Class	Weight Range (lbs.)	FY23	FY24	FY25
Passenger	Class I	<= 3499	22,518	19,900	5,113
Passenger	Class II	3500 - 4999	24,772	23,467	6,486
Passenger	Class III	5000 - 5999	2,436	2,557	716
Passenger	Class IV	>= 6000	369	380	120

DISABILITY VEHICLE TAGS ISSUED

Vehicle Type	Class	Weight Range (lbs.)	FY23	FY24	FY25
Passenger	Class I	<= 3499	310	334	132
Passenger	Class II	3500 - 4999	378	486	193
Passenger	Class III	5000 - 5999	34	58	16
Passenger	Class IV	>= 6000	6	12	3

Customer Service

89. How many drivers are currently registered to receive notifications of ticket-related activity through the DMV's the Ticket Alert Service?

Response: See table below.

Accounts with plates	117,638
Accounts with driver licenses	3,171
Total Accounts	120,809

How many alerts were issued in FY23, FY24, and FY25, to date?

Response: The number of TAS alerts issued, while updated and maintained on the ticket record in our ticket system, is not retained in a manner for reporting. We will explore the feasibility of maintaining this information for future reporting.

90. Please provide the number and nature of reasonable accommodation requests made in FY23, FY24, and FY25, 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 accommodation for all agency's services?

Response: Customers that request ADA accommodation must provide proof of the disability if the disability is not visible. The document proof is typically provided by an educational institution, healthcare professional or some other type of organization that can provide proof of the disability.

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

FY 23 | ADA Accommodation Requests

- Driver Knowledge Test: Written Test, Reader, Additional Time: 41
- Driver Knowledge Test: Written Test, Reader, Additional Time (ASL Interpreter): 16
- Driver Knowledge Test: Written Test, Reader, Additional Time, Quiet Space: 6
- Driver Knowledge Test: Written, Reader: 10
- ID Renewal: Information regarding ID help was provided: 1
- Car Registration Renewal (Provided Mobile ID Mailing Package):1

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- Driver Knowledge Test: Written Test, Reader, Additional Time: 30
- Driver Knowledge Test: Written Test, Reader (ASL Interpreter): 8
- Driver Knowledge Test: Written Test, Reader, Additional Time, Quiet Space: 2
- Driver Knowledge Test: Written, Reader:2
- Driver Knowledge Test: (Virtual Assistance): 3
- Driver Knowledge Test: (Virtual Options for Students):1
- Driver Knowledge Test: Written 1
- CDL Written Test: Certified Deaf Interpreter (CDI): 1
- CDL Prep Trip Inspection & Skills Test (Verbal Instructions): Additional Time: 1
- Non-Driver ID /Mobility Challenges: 3
- Convert DL to Non-Driver ID:1
- Driving School Assistance w/ third party vendor: 1
- Request for DC DMV Driver Manual: 1
- Ticket Dispute: Referred to Adjudication Services: 2

FY 25

- Driver Knowledge Test: Written Test, Additional Time, Quiet Space: 1
- Driver Knowledge Test: Written Test, Reader (ASL Interpreter): 1
- Driver Knowledge Test: Written Test, Reader, Additional Time: 1

Denied Requests:

- 0

91. What percentage of the agency's in-person transactions in FY24 and FY25, to date, required the use of the language line for translation services?

Response:

- FY24: 1.6% of in-person transactions required the use of language line.

- FY25: 1.5% of in-person transactions required the use of language line.

Were there instances in FY24 or FY25, to date, where the language line for translation services was unavailable when needed or unable to provide translation services for a particular language?

Response: There have been no instances of unavailable languages for translation services in FY24 or FY25.

92. Please provide the average wait time at each service center and the inspection station. For each, please also indicate the day of the week and time of the day that it experiences the longest and shortest wait time and what the wait times are.

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 FY24 and FY25 to date:

Location	Avg Wait Time	Longest Wait Time	Shortest Wait Time
Inspection Station	13 minutes	24 minutes	4 minutes
		Tues at 12 pm	Sat at 11 am
Georgetown Service Center	20 minutes	28 minutes	12 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Benning Ridge Service Center	7 minutes	8 minutes	5 minutes
		Tues, 12-2pm	Thurs, 8:15-10:15am
Rhode Island Service Center	35 minutes	41 minutes	26 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am
Southwest Service Center	34 minutes	43 minutes	24 minutes
		Sat, 12-2pm	Thurs, 8:15-10:15am

93. In the FY25 budget, the Committee funded a provision from Strengthening Traffic Enforcement, Education, and Responsibility (“STEER”) Amendment Act of 2024, effective April 20, 2024 (D.C. Law 25-161; 71 DCR 5020), requiring greater information sharing between MPD, DDOT, DPW, and the DMV to prevent issuing tickets against someone whose vehicle was stolen at the time of the violation. Please provide an update on the implementation of this provision.

Response: As noted in last year’s response, DMV began discussions with MPD, DPW and DDOT to establish a process to identify vehicles reported stolen, but not reported recovered, and to implement a process that would prevent a ticket from being issued during the stolen and recovery period. A cross agency working group was established and system development is underway to “intercept” a photo enforcement violation *event* before the *event* is converted into a ticket citation. Vehicle owners who have reported their vehicle stolen will not receive a ticket.

Parking tickets will be processed differently as they are created on the scene by a ticket writer who observes a vehicle in violation but is not aware the vehicle is stolen. DPW

policy is to not alert the ticket writer. Instead, the ticket writer will move forward with issuing the ticket, placing it on the vehicle. However, under the new process, the ticket will be voided/dismissed prior to adding the ticket to the vehicle's record. It is expected that system programming will be completed by March 2025.

94. In FY23, the agency 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. What is the status of vendor discussions regarding this program?

Response: DMV completed market research so that the agency can release a solicitation through the Office of Contracting and Procurement (OCP).

Does the agency 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 at which the first kiosk would launch

95. Please provide a comprehensive update on completing the Self-Service Emission Kiosk Testing Program, funded in FY23, and the date that the agency completed all implementation work.

At the agency's FY23 oversight hearing, it was communicated to the Committee that the site chosen for the Self-Service Kiosk in Ward 7 or 8 was determined to be on National Park Service land and not allowed. Has the agency identified a new location? What is the latest timeline for the installation of a self-service kiosk in Ward 7 or 8?

Response: DMV is in ongoing communications and negotiations for a different OBD Kiosk site in Ward 7. The Kiosk in Ward 8 is in operation and open to the public.

96. 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?

Response: In FY2024, DMV and OCP agreed to execute a Multiyear Source contract to the subject prospective vendor. From this, we underwent a series of negotiations for the pending contract and expect to have a fully executed contract by the third quarter of FY25. What, if any, challenges have the agency faced because of this modernization lagging behind schedule?

Response: DMV has continued to rely on its existing system and looks forward to when the contract is fully executed.

97. 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 of design or production, why it is not and when does the agency plan to begin.

Response:

Washington Wizard made available March 19, 2024

- LGBTQ Pride Lives Here will be available February 1, 2025

- We Demand Statehood will be available February 1, 2025

Protect Wildlife - DMV is working with the Dept of Environment on a design, which will involve participation from the citizens of DC.

What is the status of recently approved new license plates for the Washington Wizards and LGBTQ Pride?

Response: The Washington Wizards plates were made available in the District March 19, 2024, and LGBTQ Pride plates were made available February 1, 2025

Does the agency have a process to allow vanity registrations to be reproduced on other identification tags? If not, please explain why.

Response: No, the agency does not have a process to allow vanity registrations to be reproduced on other identification tags. Vanity registration are personalized tags that are unique to the registered owner. The vanity registration is not reproduced as regulation defines the specification and requirements of the vanity tags. The current process ensures the integrity of vehicle registration and public safety.

98. What is the agency's policy for the reproduction of license plates that are stolen?

Response: The DC DMV does not reproduce license plates that are stolen.

99. Has the agency undertaken efforts 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, DPW, MPD and DDOT staff met to review the Registration of Out of State Automobiles (ROSA) process and to determine its viability as a long-term strategy to increase the number of vehicles registered in a timely fashion. The group considered the efforts of the agencies involved in the ROSA process, the revenue collected from ROSA, 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 parked at some point overnight (11:00 PM- 7:00 AM). DPW observes vehicles for 15 days, issues warnings for 45 days, and then tickets for failure to secure DC tags. 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 Maryland Motor Vehicle Administration was unable to comply with the request, citing

privacy concerns. Without that information from Maryland's or Virginia's DMVs there is no reliable way to determine if ROSA enforcement has the desired effect.

In summary, ROSA enforcement review has ended as there is limited information to complete a deep dive review.

100. The DC One Card is the District's municipal ID card, offering residents access to services and benefits such as library services, public transportation, and government programs. It also serves as an ID card for residents without a driver's license (but may be more limited than a REAL ID non-driver's ID card). The Office of the Chief Technology Officer (OCTO) currently manages the card. Does the agency see any specific advantages of transferring the DC One Card issuance process from OCTO to the DMV regarding operational efficiency, security, and broader resident access? If not, why?

Response: There are no substantive plans to transfer the DC One Card to the DMV. As such, no feasibility studies or assessments have been executed, to address the potential impacts on DMV's operations or public access.

What logistical or technical challenges does the DMV anticipate in managing the traditional credentials it issues and the DC One Card, and how can these be addressed?

Response: N/A

How could the agency integrate the DC One Card with existing systems to issue driver's licenses, learner's permits, and other credentials?

Response: N/A

Traffic Enforcement

101. How many driver's licenses, learner's permits, CDLs, or restricted license were suspended or revoked in FY23, FY24, and FY25, to date? Please break down your response by the basis of the suspension or revocation (e.g., driver accumulated too many points, was convicted of a DUI, etc.).

Response: See Table below

REASON FOR SUSPENSION/REVOCATION	FY23	FY24	FY25	TOTAL
ACCUMULATION OF POINTS	250	210	29	489
AGGRAVATED RECKLESS DRIVING	1	6	1	8
CHILD SUPPORT	808	582	136	1526
DUI	176	816	234	1226
FAILURE TO COMPLY WITH MEDICAL REQUIREMENTS	1	0	1390*	1391
FAILURE TO OBEY RRHGC GATES, SIGNS OR SIGNALS	1	0	0	1
FAILURE TO SURRENDER LICENSE OR PERMIT	1	1	0	2
FELONY INVOLVING A VEHICLE	0	11	2	13

FINANCIAL WITHDRAWAL (SR 22/26 WITHDRAWAL)	3	0	0	3
FLEEING OR ATTEMPT TO ELUDE POLICE OFFICER	8	7	4	19
LEAVING SCENE AFTER ACCIDENT	2	11	2	15
MISREPRESENTATION OF IDENTITY OR OTHER FACTS ON APPLICATION FOR DRIVER LICENSE	3	0	0	3
OPERATING AFTER SUSPENSION/REVOCATION	9	19	1	29
RECKLESS DRIVING	0	2	0	2
SHOW CAUSE: (OTHER SEIZURE)	1	3	0	4
USING ANOTHER (UNSPECIFIED) PERSON'S PERMIT	1	0	0	1
	1265	1668	1799	4732

* Medical Improvement Project implemented December 2024

102. How many vehicle registrations were suspended or revoked in FY23, FY24, and FY25, to date? Please break down your response by the basis of the suspension or revocation (e.g., driver accumulated too many points, was convicted of a DUI, etc.).

Response: See tables below.

FY2023			
Year	Month	Withdrawal Type	Count
2022	October	Insurance Lapse	529
2022	November	Insurance Lapse	527
2022	December	Insurance Lapse	329
2022	December	Child Support	317
2023	January	Insurance Lapse	371
2023	February	Insurance Lapse	359
2023	March	Insurance Lapse	395
2023	March	Child Support	500
2023	May	Insurance Lapse	331
2023	June	Insurance Lapse	335
2023	June	Child Support	222
2023	July	Insurance Lapse	229
2023	August	Insurance Lapse	388
2023	August	Failure to Enroll	1
2023	September	Insurance Lapse	361
2023	August	Failure to Enroll	1
2023	September	Child Support	658
TOTAL			5853

FY2024			
Year	Month	Withdrawal Type	Count
2023	October	Insurance Lapse	331
2023	October	Failure to Enroll	1
2023	November	Insurance Lapse	342
2023	November	Failure to Enroll	12
2023	December	Insurance Lapse	181
2023	December	Failure to Enroll	3
2023	December	Child Support	295
2024	January	Failure to Enroll	2
2024	January	Insurance Lapse	251
2024	February	Failure to Enroll	2
2024	February	Insurance Lapse	131
2024	February	Child Support	262
2024	March	Failure to Enroll	3
2024	March	Insurance Lapse	126
2024	April	Failure to Enroll	3
2024	April	Insurance Lapse	91
2024	May	Failure to Enroll	7
2024	May	Insurance Lapse	96
2024	May	Child Support	203
2024	June	Failure to Enroll	7
2024	June	Insurance Lapse	87
2024	July	Failure to Enroll	10
2024	July	Insurance Lapse	749
2024	August	Failure to Enroll	1
2024	August	Insurance Lapse	199
2024	August	Child Support	280
2024	September	Failure to Enroll	3
2024	September	Insurance Lapse	409
TOTAL			4087

FY2025			
Year	Month	Withdrawal Type	Count
2024	October	Failure to Enroll	11
2024	October	Insurance Lapse	292
2024	October	Child Support	237
2024	November	Failure to Enroll	7
2024	November	Insurance Lapse	375

2024	December	Failure to Enroll	2
2024	December	Insurance Lapse	395
2025	January	Failure to Enroll	12
2025	January	Insurance Lapse	178
2025	January	Child Support	269
TOTAL			1778

103. Please describe the current implementation status of the Intelligent Speed Assistance Program established under section 4(e) of the Strengthening Traffic Enforcement, Education, and Responsibility (“STEER”) Amendment Act of 2024, effective April 20, 2024 (D.C. Law 25-161; 71 DCR 5020)?

Response: Since the passage of the Strengthening Traffic Enforcement Education, and Responsibility (“STEER”) Amendment Act of 2024, effective April 20, 2024, DMV has been working aggressively to ensure that the Intelligent Speed Assistance Program for all DC drivers required to enroll in the program is implemented by September 2025. The agency has received 2 FTEs (Intelligence Speed Assistance Program Coordinator and Intelligence Speed Assistance Program Analyst) for the program. Position descriptions have been created for both positions and DCHR has reviewed and approved the new program positions with posting, interview, and selection activities estimated to begin in February 2025. Concurrently, the agency is engaged in project management activities with the necessary stakeholders to establish the business requirements and identify system programming needs to identify, enroll, and monitor drivers required to participate in the Intelligent Speed Assistance Program.

DUI Enforcement & Ignition Interlock Program

104. How many Form 3340s did the DMV receive in FY23, FY24, and FY25, to date?

Response: See table below.

Fiscal Year	3340's
2023	496
2024	621
2025(thru 12/31/2024)	210

105. How many revocation or suspension hearings did the DMV conduct pursuant to a Form 3340 in FY23, FY24, and FY25, to date?

Response: See table below.

Fiscal Year	Hearings
2023	99
2024	110
2025(thru 12/31/2024)	7

Please provide a breakdown of the disposition for each revocation or suspension hearing (e.g., was the license revoked or suspended or not revoked or suspended).

Response: See table below.

Fiscal Year	Revoked	No- Action
2023	42	57
2024	36	74
2025(thru 12/31/2024)	0	7

For cases in which the license was not revoked or suspended, please provide a reason why the license was not revoked or suspended (e.g., the arresting officer was absent, there were insufficient facts to establish a violation).

Response: Upon completion of a revocation hearing, hearing examiners record a short comment on the hearing outcome. No action is taken when the arresting officer is absent or, if present, is unable to provide adequate testimony to establish the case. In some cases, the arresting officer was present but was not certified to administer the field sobriety test or the certified field sobriety officer was not present at the hearing. In some cases which involved a Refusal (the arrested driver refused to submit to a test to determine the level of intoxication, if any), the arresting officer was not able to establish that the driver was informed of the requirement under DC's Implied Consent Law or did not present the required completed Complied Consent Forms at the hearing.

106. How many records for driving under the influence ("DUI") convictions did the DMV receive in FY23, FY24, and FY25, to date?

Response: See table below.

FISCAL YEAR	TOTAL NUMBER OF DUI CONVICTIONS
FY23	494
FY24	2050
FY25 (thru 12/31/2024)	284

107. How many times did the agency revoke or suspend a driver's license or privilege to operate a motor vehicle in the District in FY23, FY24, and FY25, to date, in response to a DUI conviction?

Response: See table below.

FISCAL YEAR	REVOCATIONS/DL SUSPENSIONS RE: DUI CONVICTIONS
FY23	440
FY24	2005
FY25 (thru 12/31/2024)	268

108. How many drivers are currently enrolled in the Ignition Interlock Program pursuant to D.C. Code § 50–2201.05a(b) or any other applicable law?

Response: There are currently 97 people enrolled in the Ignition Interlock Program.

How many drivers successfully completed or were dismissed from the Ignition Interlock Program in FY23, FY24, and FY25, to date?

Response: See table below.

FISCAL YEAR	TOTAL NUMBER
FY23	8
FY24	47
FY25 (thru 12/31/2024)	38