



2026 DC DMV



Performance Oversight

Pre-Hearing Questions and Answers

“Saving Lives Every Day”

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INTRODUCTION

Mission

The mission of the District of Columbia Department of Motor Vehicles (DC DMV) is to promote the safe operation of motor vehicles and public safety, while providing outstanding customer service.

Vision

The vision of DC DMV is to be the leader in innovation and technology.

DC DMV Overview

Every day, DC DMV directly serves an average of 3,200 District residents—and non-residents—more than almost any other District government agency. DC DMV provides service to more than 623,000 licensed drivers or identification card holders and 310,000 registered vehicles at four service centers. We service more than 4 million tickets annually, by collecting payments or providing citizens the means to contest the tickets. We also conduct over 178,000 vehicle inspections each year.

To achieve our mission, we have three operational program areas: [Ticket Services](#), [Driver Services](#) and [Vehicle Services](#).

PART I: GENERAL QUESTIONS

Governance and Personnel

1. Please provide a complete and current **organizational chart** for the agency and each division and subdivision within the agency, including:
 - a. The names and titles of all senior personnel;

Response: See Attachment_A_FY25-FY26_DMVOrganizationalChart. The org chart is based on the FY26 Budget Book.

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

Response: See Attachment_A_FY25-FY26_DMVOrganizationalChart and chart below.

DMV Agency Divisions/Programs		
Division/Program	Subdivisions	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 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	Operations	Provides leadership and oversight in planning, developing, and managing programs, activities and initiatives.
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).
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	Information Technology DCIO	Leads the agency in planning and implementing enterprise information systems to support both distributed and centralized agency operations.

Technology Services	Project Manager	Plans, organizes, analyzes, evaluates and controls projects.
Technology Services	Information Technology	Provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings.
Technology Services	Driver and Vehicle Systems	Provides for the operation and maintenance of the automated systems providing support for driver and vehicle databases and service functions. Note this is an internal program with no FTEs.
Technology Services	Ticket Information System	Provides for the operation of the adjudication ticket processing database and system. Note this is an internal program with no FTEs.

- c. A narrative explanation of any changes to the organizational chart made since last year’s responses; and

Response: For FY25, the Deputy Chief Information Officer, Operations Manager, IT Project Managers and Service Integrity Manager were added to the organizational chart.

- d. An indication of whether any positions in the chart are vacant.

Response: See Attachment_A_FY25-FY26_DMVOrganizationalChart and Attachment_B_ScheduleA_PositionListing_asof1.20.26.

2. Please provide a copy of your agency’s **Schedule A**. Please note the date that the information was collected in your response.

Response: See Attachment_B_ScheduleA_PositionListing_asof1.20.26

3. Please provide a complete, up-to-date list of **contract workers** working directly for your agency, ordered by program and activity, and including the following information for each position:

- a. Title of position;
- b. Indication that the position is filled or vacant;
- c. Date employee began in the position;
- d. Whether the position must be filled to comply with federal or local law;
- e. If applicable, the federal or local law that requires the position be filled;
- f. The entity from which they are contracted; and
- g. The hourly rate and contracted annual cost.

Response: See chart below

Title of Position	Filled/Vacant	Start Date	Federal/Local Law Enforcement	Contracting Entity	Hourly Rate	Annual Cost
Customer Support	Filled	10/1/2016	No	RizeUp Technologies	\$20.46	\$40,101.60
Customer Support	Filled	10/1/2016	No	RizeUp Technologies	\$20.46	\$40,101.60
Parking Attendant	Filled	10/1/2016	No	RizeUp Technologies	\$18.96	\$37,161.60
Parking Attendant	Filled	10/1/2016	No	RizeUp Technologies	\$18.96	\$37,161.60
Parking Attendant	Filled	10/1/2016	No	RizeUp Technologies	\$18.96	\$37,161.60
Legal Instrument Examiner	Filled	10/1/2016	No	RizeUp Technologies	\$18.96	\$37,161.60
Data Analyst	Filled	10/1/2024	No	Computer Aid, Inc.	\$105.80	\$207,368.00
Data Warehouse ETL Developer	Filled	10/1/2019	No	Computer Aid, Inc.	\$88.63	\$173,714.80
Data Solutions Architect	Filled	10/1/2019	No	Computer Aid, Inc.	\$88.63	\$173,714.80
Project Manager	Filled	10/1/2019	No	Computer Aid, Inc.	\$86.52	\$169,579.20

4. Please provide, for each month of FY25 through FY26, to date, the total number of **personnel separated from and hired by** the agency.

Response: See chart below

Month	# Hired	# Separated
October (FY25)	2	3
November	1	4
December	0	1
January	1	1
February	0	0
March	0	1
April	5	2
May	1	3
June	0	2
July	2	2
August	3	2

September	0	0
October (FY26)	1	2
November	1	1
December	1	2
January	0	1

5. Please list all **employees currently detailed** to or from your agency. For each detailed employee, include:
- The agency the employee is detailed to/from;
 - The reason for the detail;
 - The job duties if detailed to your agency;
 - The start date of detail; and
 - The projected date of return.

Response: DC DMV does not have any employees detailed.

6. Please provide the number of **District residents** employed by the agency, broken down by position type (e.g., continuing, term/temporary, and contract).

Response: See chart below.

Position Type	# of District Residents
Continuing	165
Term	0
Temporary	0
Contract	4

7. Does the agency conduct **annual performance evaluations** of all its employees? If so, who conducts such evaluations? What steps are taken to ensure that all office employees are meeting individual job requirements?

Response: Yes, DC DMV conducts annual performance evaluations for 100% of eligible employees. Employees' direct supervisors conduct the evaluations. To ensure that all office employees meet individual job requirements, Specific, Measurable, Achievable, Relevant and Time-Related (SMART) goals were established for all employees and entered into the PeopleSoft Performance Management System following review/agreement by the management chain at the beginning of each performance year. Goals for measuring/monitoring employee performance are also included in supervisors' goals.

Additionally, 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. End-of-year performance evaluations are reviewed and approved by Administrators for each department.

8. Please provide the following for each **collective bargaining agreement** that is currently in effect for agency employees:
- The bargaining unit (name and local number);

Response: The bargaining unit name is AFGE LOCAL 1975.

- The start and end date of each agreement;

Response: The Compensation Collective Bargaining Agreement is from October 1, 2021 to September 30, 2025.

The Collective Bargaining Agreement (working conditions) expired on September 30, 2010, but is still in effect.

- The number of employees covered;

Response: Covered members at DC DMV is 176.

- Whether the agency is currently bargaining;

Response: Yes, the union is currently bargaining; however, it has not been ratified.

- If currently bargaining, anticipated completion date;

Response: N/A

- For each agreement, the union leader's name, title and contact information; and

Response: See chart below.

Union Leader's Name	Title	Contact Information
Joseph Davis	President	Joey.VPDMV.AFGELocal1975@gmail.com
Shahn Douglas	Vice President	ShahnD.1975@gmail.com
Stanley Freeman	Executive Vice President	EVPPres.afgelocal1975@gmail.com
Shirley Massey	Treasurer	ShirleyS38@yahoo.com

- A copy of the ratified collective bargaining agreement.

Response: See Attachment_C_CollectiveBargainingAgreement_DMVandAFGE1975.

9. Please provide a list and description of **all memoranda of understanding or agreement** in effect during FY25 and FY26, to date.

Response: See chart below.

FY25-FY26 MOUs and MOAs			
Buyer Agency	Seller Agency	Amount	Description
Department of For-Hire Vehicles	Department of Motor Vehicles	\$900.00	Vision Zero Monthly Report
Department of For-Hire Vehicles	Department of Motor Vehicles	\$600.00	H-Tag and L-Tag Data Collection
Department of For-Hire Vehicles	Department of Motor Vehicles	\$2,000.00	Vehicle Inspection Service
Department of For-Hire Vehicles	Department of Motor Vehicles	\$13,000.00	DFHV Ticket Processing
Department of Public Works	Department of Motor Vehicles	\$84,131.18	Titling Services
Office of the State Superintendent of Education	Department of Motor Vehicles	\$50,400	Vehicle Inspections
Board of Elections	Department of Motor Vehicles	\$15,000.00	BOE Data Share
Department of Motor Vehicles	Department of Energy and Environment	\$425,781.00	Clean Air Monitoring DMVCAM
District Department of Transportation	Department of Motor Vehicles	\$450,000.00	Form 3340 Automation Project
District Department of Transportation	Department of Motor Vehicles	\$75,000.00	Out-of-State Convictions Processing
District Department of Transportation	Department of Motor Vehicles	\$381,000.00	Ignition Interlock Device (IID) Program Communications, Education and Advertising
Department of Insurance, Securities and Banking	Department of Motor Vehicles	\$495,000.00	Insurance Verification System
Department of Motor Vehicles	Office of the Chief Technology Officer	\$1,024,603.63	Southwest IT Infrastructure Upgrade Project
Department of Employment Services	Department of Motor Vehicles	\$18,600.00	Customer Licensing and Testing Services

Finance and Budget

10. Please provide a status report, including timeframe of completion, for all projects for which your agency currently has **capital funds** available.

Response: See responses below.

Destiny Modernization Capital Funding for FY26

- The Destiny Modernization Capital Funding was \$9,500,000 in FY26.
- DC DMV will enhance and modernize the legacy Destiny (Driver License and Vehicle Registration) System.
- The new application will provide improved system functionality, usability and easier system enhancements.
- In FY26, DC DMV plans to execute the development of General Services, Business Services, Driver Service, Vehicle Services and Adjudication Services Transactions. We will also continue executed casual testing by agency leadership and user acceptance testing. We are also in the development stages for user training material.
- The Capital Request requires a total increase of \$19 million, phase out throughout FY26 and FY27.
- FY27 Project Scope includes:
 - User Training.
 - Readiness Check.
 - Go Live/Rollout to Production.

Ticket Processing Modernization Capital Funding for FY26

- The Ticket Processing Modernization Capital Funding was \$3,360,000 in FY26.
- DC DMV Executed new contract for Ticket Processing in October of 2025.
- For FY26, DC DMV is executing a full-scale review of contract requirements, tasks, and deliverables, clarification of goals and scope, development of project plan, to include timeline, milestones, roles and responsibilities; resource and budget allocation; risk assessment and mitigation strategy; Design (coordination the vendor and agency stakeholders through joint application development (JAD) sessions), Assessment of existing systems to integrate with the system (i.e. Destiny).
- In FY27, we will continue systems testing, QA/QC, user acceptance testing, deployment and post-”go-live”, operations to include systems monitoring and maintenance.

11. Please provide copies of all **budget enhancement requests** (The Form B or similar form) submitted in the formulation of the FY25 and FY26 proposed budgets.

Response: This request asks for information that is protected from disclosure by the deliberative process and executive privileges.

12. Please list all **budget enhancements** in FY26 and provide a status report on the implementation of each enhancement.

Response: DC DMV received \$1,718,000 in enhancements to implement components of the STEER Act specified in the table below.

Overview	Agency Actions
Amends the Motor Vehicle Services Fees and Driver Education Support Act of 1982 to require DC DMV to develop and administer a safe driving curriculum and allow DC DMV to waive outstanding fines based on participation of safe driving courses.	DC DMV received funding to create the safe driver curriculum but the provision to waive fines for outstanding fines was not funded. In Progress.
Amends the District of Columbia Traffic Act 1925 to allow the District to tow or immobilize vehicles based on the accumulation of certain traffic infractions over any consecutive six months, regardless of whether the associated fine is paid or unpaid.	This is the vehicle point system and DC DMV received funding for this provision under the Parking Enforcement Modernization Amendment Act of 2024. DC DMV is working on the development of the point system.
Parking Enforcement Modernization Act	In progress

13. Please fill out the attached spreadsheet titled “Question 13 Grants Received,” and list all **federal and private grants received by your agency** in FY25 and FY26, to date, current balances, and indicate any that lapsed during or at the end of FY25 or FY26.

- Please submit the completed document in both Excel and PDF formats.
- Please include your Agency Code in the filename (e.g., question_12_AB0_2026.xls).

Response: See Attachment_D_KV0_GrantsReceived_2026

14. List all **grants** issued by your agency in FY25 and FY26, to date in the attachment labeled “Question 14 Grants Issued”.

- Please submit the completed document in both Excel and PDF formats.
- Please include your Agency Code in the filename (e.g., Question_13_AB0_2026.xls).

Response: See Attachment E_KV0_Grants_Issued_2026

Operations



15. 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 FY25 and FY26, to date.

Response: See response below.

As of August 11, 2025, a second Traffic Adjudication Appeals Board (TAAB) was formed bringing the total number of Boards to two. There are no vacancies on either Board. All meetings were attended by each member in FY25 and FY26. Each Board composition is detailed below.

	DMV Employee Member	Citizen Member	Attorney Member
Board 1			
	Carole Cade	Desiree Matthews	Wyndell Banks
Residency	Maryland	District of Columbia	District of Columbia
Term Ends	N/A	02/19/2027	02/12/2026
Board 2			
	DeChelle Hampton	Danielle Creek-Saalakhan	Dena Reed
Residency	District of Columbia	District of Columbia	District of Columbia
Term Ends	N/A	08/10/2026	08/10/2026

16. Please provide the Committee with a list of all vehicles owned or leased by the agency, including:
- The purpose of the vehicle;
 - The division the vehicle is assigned to, if applicable; and
 - Whether the vehicle is assigned to an individual employee.

Response: See chart below.

Vehicle Make and Model	VIN	Location	Lease/Own	Assigned To	Tag #
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

17. Please provide a list of all positions for which the agency is currently providing, at the agency's expense, a **cell phone** or other mobile communication device, or any related cellular or wireless data plan.

Response: See chart below.

List of Positions DC DMV Provides a Cell Phone of Mobile Communication

- | | |
|---|---|
| <ul style="list-style-type: none"> • Accounting Technician • Adjudication Services Administrator • Agency Fiscal Officer • Appeals Board • Assistant General Counsel • Budget Analyst • CDL Coordinator • Chief Hearing Examiner • Chief of Staff • Communications Specialist • Correspondence Management Specialist • Data Analyst • Data Warehouse Developer • Deputy Chief Information Officer • Deputy Director • Director • Driver License Examiner • Driver Services Administrator • Executive Assistant • General Counsel • Hearing Examiner • Hearing Support Manager • Hearing Support Supervisor • Human Resources Specialist • Ignition Interlock Device Program Coordinator • Information Technology Project Manager • Information Technology Specialist • Information Technology Specialist (Application Software) | <ul style="list-style-type: none"> • Inspection Station Manager • Inspection Station Supervisor • Investigator • Lead Correspondence Management Specialist • Management Analyst • MicroStrategy Developer • NMVTIS Coordinator • ODIS Compliance Specialist • ODIS Coordinator • Operations Manager • Processing Center Supervisor • Program Manager (Application Services) • Public Information Officer • Quality Program Officer • Revenue Officer • Service Center Manager • Service Center Supervisor • Service Integrity Manager • Staff Assistant • State-to-State Program Manager • Supervisory Hearing Examiner • Support Services Manager • Support Services Specialist • Telecom Technician • Thales Technician • Trainer • Vehicle Inspector Equipment Repairer • Vehicle Services Administrator |
|---|---|

- a. Please provide the total cost to the agency for mobile communication devices and any related cellular or wireless data plan in FY25 and FY26, to date.

Response: See response below.

- **For FY25:** our telecom cost for mobile communication was \$117,682.80.
- **For FY26 (through December 31, 2025):** our Telecom cost for mobile communications is \$13,843.41.

18. For each objective and activity in the agency's **FY25 Performance Plan**, please list:
- a. The measure of greatest improvement for the agency, and the actions the agency took to improve that measure's outcome, efficiency or quantity; and

Response: The agency exceeded its FY25 target for **Driver Services customer satisfaction** by 3.15 percentage points, achieving a 91.15% satisfaction rate compared to the 88% goal. This represents a 5.02 percentage point improvement over FY24 (86.13%), marking the largest year-over-year gain among DMV measures.

To achieve the significant increase in customer satisfaction for Driver Services, the agency implemented the following key actions:

- **Enhanced Customer Service Training:** Delivered targeted training for frontline employees to strengthen service quality and responsiveness.
 - **Expanded Mobile App Transactions:** Increased the availability and promotion of mobile app services, enabling customers to complete more transactions conveniently and reducing in-person wait times.
 - **Improved Issue Resolution:** Established quick response protocols for customer correspondence and ensured timely follow-up when service failures occurred, reinforcing trust and accountability.
- b. For all measures with missed targets (if any), the actions the agency is taking to improve that measure's outcome, efficiency, or quantity.

Response: DC DMV did not miss any measures. The annual customer service measure was incorrectly reported at the time of our original submission to EOM.

19. List all new objectives, activities and projects in the agency's **FY26 Performance Plan** and explain why they were added.

Response: See responses below.

New Projects in the FY26 Performance Plan

- a) The **online disability placard renewal** was added to make it easier for customers to be serviced, many of whom are disabled or elderly.
- b) The **paperless notification opt-in** will allow customers to opt into paperless notifications, thus reducing waste and is environmentally friendly.
- c) The **"Skip-the-Trip" Mobile App Communication Campaign** will reach more customers.

- d) The **Mobile App Transaction Instruction Videos** will demonstrate to customers how to complete specific transactions, thus reducing customer error and frustration.
- e) The **vehicle point system** was added in response to the provisions of the STEER Act
- f) The **driver safety curriculum** was added in response to the provisions of the STEER Act
- g) The **tag manual/resource guide** was a response to the provisions of the Fraudulent Vehicle Tag and Parking Enforcement Modernization Amendment Act of 2024.
- h) The **vision zero training** was added as an effort to increase employee awareness and continuous training.

20. Describe **problems and challenges in agency-owned or leased facilities**, including chronic maintenance issues and design flaws.

- a. What capital or operating projects arose from these issues in FY25 and FY26 to date, including cost and actions taken?

Response: Although no capital or operating projects were identified for agency-owned or leased facilities during the noted reporting time, DC DMV is seeking capital funding to repair the Southwest Service Center façade. The estimated cost is \$1,124,354.00.

21. Please list each **new initiative or program** implemented by the agency during FY25 and FY26 to date. For each new initiative or program, please provide:

- a. A description of the initiative/program;
- b. Actual start date;
- c. Actual or anticipated end date;
- d. The funding required to implement the initiative/program;
- e. Whether the initiative/program was mandated by legislative action;
- f. Problems or challenges faced in the initiative/program's implementation;
- g. The metrics the agency is collecting to measure the initiative/program's success; and
- h. An assessment of the initiative/program's success thus far.

Response: See response below.

Increase TAS Enrollment

Background: Enrollment in the Ticket Alert System (TAS) is free and the online service provides users with near real-time notification of ticket-related activity on up to four vehicles and a single driver license. Once enrolled, you may log in to their account to check the status of tickets. Additionally, users may elect to receive notifications via text and/or email when any of the following occur:

- A ticket is issued to a vehicle
- A ticket payment is applied

- Before a late penalty is applied to a ticket
- Before the deadline to adjudicate a ticket expires
- A decision is made on an adjudicated ticket
- A ticketed vehicle becomes boot eligible
- Before a ticket is assigned to collections
- Updates on DMV's programs and announcements

As of October 1, 2024, TAS enrollment stood at 116,500 accounts. DMV's goal was to increase enrollment by 10% or 11,650 additional accounts by the end of fiscal year. The goal was met early, by May 31, 2025, 128,150 accounts were active.

There is no legislation mandating this initiative and no particular challenges reaching this goal. The benefit to customers is significant in that they receive near real time texts or emails informing them of important ticket-related information that they sometime miss through the mail process.

Insurance Salvage Title Enhancement

Implemented on September 30, 2025, Destiny has been enhanced to eliminate the manual updates in the insurance salvage title workflow. This enhancement streamlines the process, allowing customers to obtain a salvage title more efficiently after an insurance company declares a vehicle a total loss. By automating data updates and reducing manual intervention, the solution improves accuracy, processing time, and enhancing overall customer experience.

Metrics used to determine success the percentage of insurance salvage titled processed without manual intervention and accuracy rating.

License Plate Resource Guide

In response to the STEER Act, DMV will develop and implement a comprehensive License Plate Resource Guide that catalogs all jurisdictional license plates. This will serve as a reference for law enforcement, DMV staff, and other stakeholders. This program is anticipating implementation on September 30, 2026.

Metrics to be collected to determine the success of the initiative is the frequency of uses and the number of users accessing the guide.

Online Disability Placard

To better serve individuals with disabilities and elderly customers who face mobility challenges, this initiative will provide the ability to **renew disability placards online**, increasing accessibility and convenience. This program is currently in the testing phase and will be implemented on January 31, 2026.

The metrics collected will be the number online renewals vs in-person vs mail in requests.

Paperless Notification

Paperless notification will allow customers to opt into a paperless notification, thus reducing waste and is environmentally friendly. This program is currently in the technical design phase and anticipated to be implemented on June 30, 2026.

Metrics collected will op-in rate starting FY 26 vs totally eligible customers, reduction in postage cost, percentage of delivery failures.

Stolen Vehicle Ticket Prevention Program

Programming was completed, and the program went live on July 28, 2025. This program is required under the STEER Act and did require funding to implement. There are several significant benefits to customers:

- Programming prevents the issuance of citations for stolen vehicles by automatically identifying and rejecting camera-captured events, such as speeding or red-light violations, before tickets are generated.
- Parking tickets issued to stolen vehicles where the vehicle owner reported the theft to the Metropolitan Police Department (MPD) will be dismissed automatically without the vehicle owner having to contest the ticket(s), with formal notice of dismissal mailed to them.
- Additionally, customers who visit Adjudication Services in person to contest tickets issued to stolen vehicles are assisted promptly by the Examiner of the Day. Upon presentation of a valid police report, their tickets are immediately reviewed and dismissed.

Essentially here's how the program works:

- **Photo Enforcement Tickets:** Under the new process, vehicle owners who have reported their vehicle stolen to MPD will not receive a photo enforcement ticket. A system interface with MPD's stolen vehicle "rejects" the violation event (the photos) from being processed and becoming a ticket.
- **Parking Tickets:** Unlike photo enforcement tickets, parking tickets continue to be issued to on-site ticket writers, based on safety concerns for the ticket writer expressed by the Department of Works (DPW). As a result, parking tickets may still be issued at the scene, however, under this new process, tickets issued to a vehicle reported to MPD as stolen will be dismissed before a notice is sent to the registered owner.

To date:

Photo Enforcement Event Rejects

- Red Light: 244
- Speed Cameras: 735
- Total Photo Ticket Events Rejected (no ticket issued): 979

- Plate Count: 449

Parking Tickets Dismissed

- Total Parking Tickets Dismissed: 2,889
- Plate Count: 1,113

22. Please list any **legislation that impacts your agency** passed in FY25 and FY26, to date, and provide a status report on the agency's implementation related to each piece of legislation.

Response: See responses below.

Fraudulent Vehicle Tag and Parking Enforcement Modernization Act of 2024

These acts require DMV to develop a vehicle point system; a manual of tags issued by different states; and create a safe driver curriculum. DC DMV is in the process of developing the vehicle point system and the safe driver curriculum as well as tag manual. Furthermore, DC DMV will develop an adjudication process to prevent vehicle owners who are victims of fraudulent tag activity from being held liable for tickets issued to the fraudulent tags.

The Business and Entrepreneurship Support to Thrive Act (BEST Act)

This act requires the Department For Hired Vehicles (DFHV) to make available for inspection of any points assessed against a licensee's District of Columbia operators permit. DC DMV will work with DFHV to ensure that point information is shared so that they may fulfill the requirements to make the information available for inspection.

- a. For any legislation passed prior to FY25 or FY26, please provide any update on any new challenges related to implementation or enforcement.

Response: Section 7 of the STEER Act requiring DC DMV to work with MPD, the District Department of Transportation (DDOT) and the Department of Public Works (DPW) to prevent the issuance of tickets or automatically dismiss tickets issued to vehicles or tags that have been reported stolen to MPD has been implemented. However, when MPD classifies a vehicle tag as lost, which most frequently occurs when only one tag goes missing, the automatic dismissal process is not triggered and vehicle owners are required to address the tickets. Furthermore, the law and the program are prospective, so vehicles and tags stolen prior to implementation are not automatically dismissed. For vehicle owners whose tags are listed as missing or the vehicle or tags were stolen prior to implementation, DC DMV has developed a streamline in-person adjudication process. The process allows a vehicle owner to appear before the "examiner of the day" with the police report and have all of the tickets issued as a result of the theft adjudicated at one time. This option is also available to vehicle owners whose vehicle was stolen in another jurisdiction and not reported to MPD.

Section 3 of the STEER Act establishing the Intelligent Speed Assist (ISA) Program has been implemented. DMV published Notice of Proposed Rulemaking for regulations governing the operation of the program and was prepared to publish Notice of Final Rulemaking when the OAG notified DC DMV that due to the delay in implementing Section 3 in the fiscal year 2026 budget until January 2027, DC DMV could not publish the final rules. Section 3 of the STEER Act Amends DC Code §50-1301.37 and 1301.38. These are the two provisions that state if you commit certain offenses then you are required to enroll in the revised IID Program or ISA. Since FY26, the Budget Support Act now delays implementation of these changes to DC Code §50-1301.37 and 1301.38, there are no offenses that require enrollment in ISA.

The FY26 Budget Support Act also delays implementation of Sections 4(d) and (f), 5, and 6 of the STEER Act until January 1, 2027. DC DMV plans to comply with the implementation date.

23. What has the agency done to make the activities of the agency more **transparent** to the public in FY25 and FY26, to date?

Response: Most of DC DMV’s policies, procedures and regulatory requirements are available to view on our website at dmv.dc.gov, which is updated regularly to provide the public with the latest information and important news. During FY25, we continued to communicate critical information to the public to ensure transparency and build the relationship DC DMV has with District residents. DC 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 FY25 and FY26 to date, DC DMV leadership attended and presented at Advisory Neighborhood Commissions (ANC) meetings and community events where residents were updated on the agency’s operational status and various services. DC DMV also partnered with other DC government agencies at community outreach events.

24. Please describe how the agency **solicited feedback** from customers (i.e., District residents served) in FY25 and FY26, to date? Please describe.

Response: DC 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. DC DMV also publishes GovDelivery e-notices and email communications sent directly to customers from DC DMV staff.

- a. What has the agency learned from this feedback?

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.

b. How has the agency changed its practices because of such feedback?

Response: DC DMV frequently makes changes and updates to our 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 DC DMV handle over 1,200 direct customer service requests and inquiries each month, with an average of 100% ticket completion rate in FY25.

Laws, Audits, and Reports

25. Please identify any **legislative modifications** that would enable the agency to better meet its mission.

Response: Review and action on the Commercial Driver's License Amendment Act of 2025, that was submitted to council on December 19, 2025.

Review and action on the Motor Vehicle Operator Permit and Identification Card Extension Amendment Act, which should be submitted shortly.

There was a hearing in March 2024 after the original submission of both bills in January 2024. However, no action was ever taken.

In December 2025, the OAG informed the agency that it was unable to move forward with the finalization of the regulations implementing the ISA Program. Due to a budgetary provision in FY26 delaying the implementation of Section 3 of the STEER Act until January 2027, there are no offenses that require enrollment in the ISA program. DC DMV is prepared to move forward with the ISA program but cannot until there is a legislative fix or until January 2027.

26. Please identify any **regulatory impediments** to your agency's operations.

Response: None

27. 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 FY25 and FY26, to date.

Response: See responses below.

Fiscal Year	Department	Investigation	Status
2025-2026	Service Integrity	Biometric Investigations	Completed/ongoing
2025-2026	Service Integrity	Address Fraud Investigations	Completed/ongoing

In August 2025, in accordance with 49 U.S.C. § 31311 and 49 CFR § 384.307, the Federal Motor Carrier Safety Administration (FMCSA), initiated DC DMV’s 2025 CDL Annual Performance Review (APR). On September 26, 2025, due to new federal regulations and recommendations issued by the FMCSA, DC DMV paused the issuance of all Non-Domiciled Commercial Learner Permits (CLP) and Non-Domiciled Commercial Driver Licenses (CDL) until further notice.

On December 11, 2025, DC DMV received a preliminary determination of non-compliance letter from FMCSA with respect to the issuance of Non-Domiciled CDL/CLP credentials. DC DMV responded to the letter on January 7, 2026 with a proposed corrective action plan to address identified findings to ensure compliance with federal requirements.

28. Please identify any **recommendations** made during the previous three years by the following entities, and provide an update on what actions have been taken to address:
- a. Office of the Inspector General;
 - b. D.C. Auditor;
 - c. Internal audit; and
 - d. Any other federal or local oversight entities.

Response: See response below.

In August 2025, in accordance with 49 U.S.C. § 31311 and 49 CFR § 384.307, the Federal Motor Carrier Safety Administration (FMCSA), initiated DC DMV’s 2025 CDL Annual Performance Review (APR). On September 26, 2025, due to new federal regulations and recommendations issued by the FMCSA, DC DMV paused the issuance of all Non-Domiciled Commercial Learner Permits (CLP) and Non-Domiciled Commercial Driver Licenses (CDL) until further notice.

On December 11, 2025, DC DMV received a preliminary determination of non-compliance letter from FMCSA with respect to the issuance of Non-Domiciled CDL/CLP credentials. DC DMV responded to the letter on January 7, 2026 with a proposed corrective action plan to address identified findings to ensure compliance with federal requirements.

29. Please list all **pending lawsuits** in which the agency, or its officers or employees acting in their official capacities, are named as defendants, and for each case provide the following:
- a. The case name;

- b. Court where the suit was filed;
- c. Case docket number;
- d. Case status; and
- e. A brief description of the case

Response: See chart below.

Case Name	Court Where Suit Was Filed	Case Docket Number	Case Status	Brief Description of Case
Cargyle Broma Solmon vs The Department of Motor Vehicles	US District Court for the District of Columbia	1:25-cv-00594	Initial stages as case was filed on 12/8/05	Plaintiff alleges that DC DMV shared private information to a third party in violation of the 4 th amendment.
Ekere Inyangette vs Muriel Bowser	DC Superior Court	2025-CAB-007777	OAG is filing a motion to dismiss	Plaintiff for the 3 rd time is suing the District regarding the revocation of his driver license related to his failure to enroll in the IID Program. The 2 prior cases have been dismissed and OAG believes this will be dismissed as well.
Alexander Harvey vs District of Columbia	US District Court for the District of Columbia	1:25-cv-00618-DLF	OAG is preparing a response	Plaintiff is suing the District for violations of the 4 th , 8 th and 14 th Amendments related to over \$10,000 in fines and the impoundment of his vehicle.
Howard Daniel vs District of Columbia and Department of Motor Vehicles	DC Superior Court	2025-CAB-6048	Case is still pending for court's ruling on motion to dismiss	Plaintiff claims that DC DMV failed to respond to his motion for reconsideration regarding ticket number 8258572814 within the 180 days allowed in violation of DC Code 50-2302.11(g) and that DMV denied his vehicle registration due to the "unpaid" NOI designation on his traffic record.
Christina Lassiter vs Kimmlyn Marshall and Johnice Walton	DC Superior Court	2025-CAB-006492	Case is in earliest stages	Plaintiff is suing two DC DMV employees in their individual capacity for defamation as it relates to the incident where plaintiff physically assault one of the employees and she was subsequently terminated for the assault. Service of the complaint was not proper on either

				defendant and the time to file proof of service has been extended.
Mohamed Zorgani vs District of Columbia	US District Court for the District of Columbia	1:17-cv-02360(EGS):	Case is still pending. There was mediation in March 2025, but a settlement was not reached.	Plaintiff claimed that DC 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.

30. Please list each **settlement** the agency or the District, on behalf of the agency, entered into in FY25 and FY26, to date, that involved claims against the agency, or its officers or employees in their official capacity, including any settlements covered by D.C. Code § 2-402(a)(3). For each settlement, provide:
- The amount of the settlement;
 - If related to litigation, the case name and brief description; and
 - If unrelated to litigation, please describe the underlying issue or reason for the settlement (e.g. administrative complaint, etc.).

Response: None

31. Please list the total amount of money the agency or the District, on behalf of the agency, expended to settle claims against it, or its officers or employees acting in their official capacities, in FY25 and FY26, to date.

Response: None

32. Please list all **administrative complaints or grievances** that the agency received in FY25 and FY26, to date. For each complaint, list:
- The source of complaint;
 - The process utilized to respond to the complaint or grievance;
 - Any changes to agency policies or procedures that resulted from the complaint or grievance; and
 - If resolved describe the resolution.

Response: See chart below.

Grievances			
Source of complaint	Process utilized to respond to the complaint or grievance	Any changes to agency policies or procedures that resulted from the complaint or grievance	If resolved, describe the resolution
The employee grieved being forced to use leave or be in unpaid leave status as a result of an off-duty injury.	Grievance submitted per DCHR grievance process.	Supervisors have been reminded that employees must follow the process to request ADA accommodation and the response time to the request is being reviewed.	The employee requested mediation and an outside mediator was used to mediate the grievance. The employee received backpay and benefits as a result of the mediation.
The employee grieved the denial of a leave request.	Grievance submitted per the CBA.	N/A	First level supervisor reviewed the grievance and made the determination that the grievance should be upheld.
The employee grieved denial of leave request. The request was initially approved through PeopleSoft, but supervisor indicated in a note that it should be denied because the maximum amount of people off for the day had been reached.	Grievance was submitted per the CBA.	Supervisors were directed to follow up with employees in writing if there was a change in the approval or denial of a leave request.	First level supervisor held an initial meeting with the employee and union representative. The grievance was denied. Second level supervisor reviewed the grievance and upheld the grievance because of the conflicting information in PeopleSoft.
The employee alleged disparate treatment in the workload and issuance of demerits; poor treatment by co-workers and management; and lack of safety protocol.	Grievance submitted per the CBA.	N/A	First level supervisor met with employee and denied the grievance. The employee requested withdrawal of the grievance.

The employee grieved the issuance of a written reprimand for unprofessional behavior and insubordination.	Grievance submitted per the CBA.	N/A	First level supervisor met with employee and denied the grievance. The employee did not submit a second level grievance.
The employee grieved the issuance of an AWOL for one hour.	Grievance submitted per the CBA.	N/A	First level supervisor met with the employee and upheld the grievance. AWOL was changed to the appropriate leave category.
The employee grieved three-day suspension for failing to follow directions.	Grievance submitted per the CBA.	N/A	The employee requested mediation, but mediation was unsuccessful.
The employee grieved 7-day suspension for conduct.	Grievance was submitted but it was not clearly identified as being submitted per the DCHR grievance process.	When it is unclear what the process the grievance is being submitted, the first level grievance official confirms which process is being selected.	Unresolved

Office of Employee Appeals (OEA)

Source of complaint	Process utilized to respond to the complaint or grievance	Any changes to agency policies or procedures that resulted from the complaint or grievance	If resolved, describe the resolution
Former employee terminated for Conduct Prejudicial to the District Government (physical and verbal altercation) appealed to OEA.	Followed established OEA procedures.	N/A	Hearing on termination was held in January 2026.
Former Management Supervisory Service employee, who was terminated from their position appealed to OEA.	Following the established OEA process.	N/A	Appeal was recently filed and agency is preparing a motion to dismiss based upon lack of jurisdiction by OEA.

Office of Human Rights (OHR)			
Source of complaint	Process utilized to respond to the complaint or grievance	Any changes to agency policies or procedures that resulted from the complaint or grievance	If resolved, describe the resolution
A mother and daughter alleged that they were denied language access assistance when they visited a DC DMV service center.	Followed established OHR procedures.	N/A	Agency submitted its position statement per the request from OHR. Case is still pending.
Former employee alleged discrimination in terms, conditions and privileges of employment when the agency failed to accommodate her requests for accommodations for her disability; subjected to her disparate treatment because of her disability and retaliated against her for requesting accommodations. It should be noted that the employee filed their complaint in 2023, but DC DMV was not notified until 2025 of the complaint.	Followed established OHR process.	N/A	Agency has submitted its position statement and responded to requests for information and documents. The case is still pending.
Customer alleged that he was not allowed to serve as an interpreter for his spouse when the spouse visited a DMV service center. Customer further alleged that spouse	Followed established OHR process.	Agency conducted training for all employees on language access including allowing individuals to provide their own interpreter.	Matter was resolved with the agency agreeing to conduct additional training on language access.

was denied language line access.			
Customer alleged that he was not offered language access assistance when he visited a DC DMV service center and the customer service representative refused to speak with his representative by phone.	Followed established OHR process.	N/A	Agency has submitted its response to the pre-investigation inquiry.
Customer alleged discrimination based upon race. During a visit to a DC DMV service center, customer alleged that an employee directed a racial slur towards her.	Followed established OHR process.	N/A	Agency has submitted its position statement.
The employee alleged discrimination in terms, conditions and privileges of employment when the agency failed to accommodate his requests for accommodations for his disability; subjected to him disparate treatment because of his disability and retaliated against him for requesting accommodations.	Followed established OHR procedures.	N/A	Mediation was recently held in the matter and the agency is preparing its position statement.
Former employee alleged discrimination in terms, conditions and privileges of employment based upon his age,	Followed established OHR procedures.	N/A	Matter was just recently referred to the agency.

including a hostile work environment and disparate treatment. It should be noted that the initial complaint was filed in 2023 but was sent to the agency in 2026.			
Equal Employment Opportunity Commission (EEOC)			
Source of complaint	Process utilized to respond to the complaint or grievance	Any changes to agency policies or procedures that resulted from the complaint or grievance	If resolved, describe the resolution
The employee filed a discrimination claim alleging that she is being discriminated against because the agency failed to provide accommodation for her disability.	Followed established EEOC procedures.	N/A	The matter was settled through mediation.

33. Is the agency, or are any of its officers or employees acting in their official capacity, currently party to any **active non-disclosure agreements**? If so, please provide all allowable information on all such agreements, including:
- The number of agreements;
 - The department(s) within the agency associated with each agreement; and
 - Whether Does the agency require any employees to sign, execute, or otherwise agree to a non-disclosure agreement as a condition of serving in certain positions or roles (If so, please list each position by division and program and indicate whether the position is contracted).

Response: The agency is currently party to one non-disclosure agreement. Employment with the agency is not conditioned upon signing a non-disclosure agreement.

Data

34. In filterable and sortable spreadsheet, 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

c. Whether the public can be granted access to all or part of each system.
If the District's Enterprise Data Inventory provides a complete and accurate description of the electronic databases managed by the agency, you may direct the Committee to that resource in lieu of submitting a new spreadsheet.

Response: See Attachment_F_ElectronicDatabases

35. Please provide a list of all studies, research papers, and analyses (“studies”) the agency or an agency’s employee requested, prepared, presented or contracted for during FY25. For each study please list:
- a. The status;
 - b. The purpose; and
 - c. A link (if published) to the study, research paper or analysis.

Response: See response below.

Feasibility Study: Cameras in Road Test Vehicles

- a. During FY25, the Driver Services Administration (DSA) conducted a feasibility study to determine whether it was worth installing cameras in road test vehicles. An action plan is currently in progress.
- b. The purpose of the study was to determine whether installing cameras in all road test vehicles would generate sufficient operational, compliance and customer service value to justify the investment.

Credential Photo Compliance Analysis

- a. In FY25, DSA completed a comprehensive memo analyzing DC DMV’s credential photo compliance. The memo was submitted to and accepted by senior leadership, and DSA has initiated an action plan to address the recommendations. The target completion date is April 30, 2026.
- b. The purpose of the memo was to provide a comprehensive review of the legal, regulatory and policy requirements governing compliant credential photographs in DC. This memo examined current DC DMV procedures to identify inconsistencies, gaps, or outdated practices. Specifically, we reviewed eyeglasses, smiling, facial accessories and head coverings. Based on the findings, it was recommended to update policies, staff guidance, and photo-taking procedures to ensure full compliance, operational consistency, equity and alignment with national standards.

Part II: Agency-Specific Questions

Identification Cards, Driver's Licenses, and Limited Purpose Credentials

36. Provide the total number of **identification cards** issued or renewed by the DMV in FY24, FY25, and FY26, to date, broken down by month.

Response: See chart below.

Month	FY24	FY25	FY26
October	1603	1917	1710
November	1480	1733	1416
December	1441	1681	1535
January	1619	1976	
February	1787	1945	
March	1980	2386	
April	1848	2398	
May	1910	2346	
June	1987	1925	
July	1891	2168	
August	2148	2173	
September	1722	1855	
Totals	21,416	24,503	4,661

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

Response: The total in system as of January 1, 2026 is 125,563.

37. Please provide the total number of **driver's licenses** issued or renewed by the DMV in FY24, FY25, and FY26, to date, broken down by month.

Response: See chart below.

Month	FY24	FY25	FY26
October	5814	8466	6713
November	5284	6917	5465
December	5458	6923	5784
January	2929	7924	
February	5719	7330	
March	6446	8484	
April	5850	8106	
May	6373	7993	
June	6944	6720	
July	6776	7790	
August	7779	7611	
September	7232	7036	
Totals	75,604	91,300	17,962

a. What is the total number of valid driver’s licenses currently in use?

Response: The total in system as of January 1, 2026 is 413,825.

38. Please provide the total number of **commercial driver licenses** (“CDLs”) issued or renewed by the DMV in FY23, FY24, and FY26, to date, broken down by month.

Response: See chart below.

Month	FY24	FY25	FY26
October	114	137	117
November	100	139	106
December	110	122	87
January	112	148	
February	99	137	
March	114	142	
April	121	157	
May	141	107	
June	108	98	
July	136	107	
August	154	150	
September	120	105	
Totals	1,429	1,549	310

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

Response: The total in the system as of January 1, 2026 is 5,358.

39. Please provide the total number of **learner’s permits** issued or renewed by the DMV in FY24, FY25, and FY26, to date, broken down by month.

Response: See chart below.

Month	FY24	FY25	FY26
October	2792	3652	3366
November	2634	3525	2984
December	2930	3588	3093
January	3200	4006	
February	3216	3651	
March	3847	4696	
April	3383	4223	
May	3515	4092	
June	4089	3670	
July	3735	4374	
August	4031	4187	

September	3393	3402	
Totals	40,765	47,066	9,443

a. What is the total number of valid learner’s permits currently in use?

Response: The total in the system as of January 1, 2026 is 8,316.

40. Please provide the total number of **provisional licenses** issued or renewed by the DMV in FY24, FY25, and FY26, to date, broken down by month.

Response: See chart below.

Month	FY24	FY25	FY26
October	560	534	564
November	575	488	552
December	673	692	623
January	717	832	
February	550	664	
March	727	812	
April	591	729	
May	682	810	
June	783	705	
July	709	840	
August	781	867	
September	508	580	
Totals	7,856	8,553	1,739

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

Response: The total in system as of January 1, 2026 is 2,197.

41. Please provide the total number of **limited purpose credentials (“LPCs”)** issued or renewed by the DMV in FY24, FY25, and FY26, to date, broken down by month.

Response: See chart below.

Fiscal Year 2024		
Month	Driver Licenses	Identification Cards
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
Totals	2,197	1,226
Fiscal Year 2025		
Month	Driver Licenses	Identification Cards
October	219	102
November	182	94
December	170	82
January	223	121
February	178	62
March	193	83
April	151	69
May	110	52
June	70	32
July	110	50
August	91	52
September	42	21
Totals	1,739	820
Fiscal Year 2026		
Month	Driver Licenses	Identification Cards
October	46	16
November	41	33
December	47	15
Total to date (through December 31, 2025)	134	64

a. What is the total number of valid LPCs currently in use?

Response: The total in the system as of January 1, 2026 is 17,640.

42. Please provide the total number of **limited purpose driver's licenses** issued or renewed by the DMV in FY24, FY25, and FY26, to date, broken down by month.

Response: See chart below.

Fiscal Year 2024	
Month	Driver Licenses
October	195
November	156
December	158
January	197

February	197
March	184
April	201
May	190
June	174
July	181
August	196
September	168
Totals	2,197
Fiscal Year 2025	
Month	Driver Licenses
October	219
November	182
December	170
January	223
February	178
March	193
April	151
May	110
June	70
July	110
August	91
September	42
Totals	1,739
Fiscal Year 2026	
Month	Driver Licenses
October	46
November	41
December	47
Total to date (through December 31, 2025)	134

- a. What is the total number of valid limited purpose driver's licenses currently in use?

Response: The total in the system as of January 1st, 2026 is 12,753.

43. Please provide an update on the agency's implementation of the **Real ID Act**, P.L. 109-13; 119 Stat. 302 (2005), including any federally mandated extensions or changes to the 2005 law.

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 [tsa.gov/real-id](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.

44. Provide a breakdown of the listed proof of residency documents on the agency’s limited purpose credential residency certification form for FY24, FY25, and FY26 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 FY24, FY25, and FY26, 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

45. What is the implementation status of 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)?

Response: The discussions are ongoing between DMV, OCTO, and the Assistant City Administrator. 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. There is no timeline for implementation.

- a. The agency previously noted it was in discussions with the vendor community and neighboring jurisdictions that have already rolled out digital credentials, and

the American Association of Motor Vehicle Administrators (“AAMVA”) to identify best practices and pathways towards full implementation.

- b. In last year’s responses, the agency stated that “[t]here is no timeline for this initiative as no new funding has been identified to advance the agency’s efforts.” How much additional funding does the agency need to implement the law?

Response: This amount has not yet been determined.

46. Please list all **special designations** (e.g., designations on a credential indicating the person has a medical condition) that the agency can place on a credential.

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

Traffic Safety and Enforcement

47. How many driver’s licenses, learner’s permits, CDLs, or restricted licenses did the DMV suspend or revoke in FY24, FY25, and FY26, to date? Please break down your response by the basis of the suspension or revocation (e.g., the driver accumulated too many points, was convicted of a DUI, etc.).

Response: See chart below.

Reason for Suspension/Revocation	FY24	FY25	FY26	Totals
Accumulation of Points	210	114	36	360
Aggravated Reckless Driving	6	6	4	16
Child Support	582	583	153	1,318
DUI	816	894	186	1,896
Failure to Comply with Medical Requirements	0	2,739*	394	394
Failure to Obey Railroad-Highway Grade Crossing Gates, Signs or Signals	0	0	0	0
Failure to Surrender License or Permit	1	0	0	1
Felony Involving a Vehicle	11	14	6	31

Financial Withdrawal (SR 22/26 Withdrawal)	0	0	0	0
Fleeing or Attempt to Elude Police Officer	7	18	20	45
Leaving Scene After Accident	11	26	10	47
Misrepresentation of Identity or Other Facts on Application for Driver License	0	0	0	0
Operating After Suspension/Revocation	19	3	2	24
Reckless Driving	2	2	1	5
Show Cause: (Other Seizure)	3	1	0	4
Using Another (Unspecified) Person's Permit	0	0	0	0
Totals	1,668	1,661	812	4,141

*Medical Improvement Project implemented December 2024

48. How many vehicle registrations did the DMV suspend or revoke in FY24, FY25, and FY26, to date? Please break down your response by the basis of the suspension or revocation (e.g., the driver accumulated too many points, was convicted of a DUI, etc.).

Response: See chart below.

Fiscal Year	Insurance Lapse Suspension	Child Support Suspension	Failure to Enroll in IID
2024	3,153	104	54
2025	4,064	140	73
2026	3,220	85	31*

*FY26 is data is thru December 31, 2025

DUI Enforcement and Ignition Interlock Program

49. How many **Form 3340s** did the DMV receive in FY25 and FY26, to date?

Response: See chart below.

Fiscal Year	# of Form 3340s
2024	621
2025	704
2026 (Q1)	216

50. How many **revocation or suspension hearings** did the DMV conduct pursuant to a Form 3340 in FY25 and FY26, to date?

Response: See chart below.

Fiscal Year	# of Hearings
2024	110
2025	154
2026 (Q1)	36

- a. 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 chart below.

Fiscal Year	Revoked	No Action
2024	36	74
2025	54	100
2026 (Q1)	19	17

- b. 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: See response below.

Reasons why the license was not revoked or suspended:

- Arresting officer failed to appear
- Standardized Field Sobriety Testing (SFST) officer absent
- Defective Form 3340
- Form 3340 submitted late
- Insufficient testimony by officer

51. How many records for driving under the influence (“DUI”) convictions did the DMV receive in FY25 and FY26, to date?

Response: See chart below.

Fiscal Year	Total Number of DUI Convictions
2025	1,222
2026 (through December 31, 2025)	279

52. How many times did the agency revoke or suspend a driver’s license or privilege to operate a motor vehicle in the District in FY25 and FY26, to date, in response to a DUI conviction?

Response: See chart below.

Fiscal Year	Total Number of DUI Convictions
2025 (through December 31, 2024)	1,062
2026 (through December 31, 2025)	241

53. How many drivers were enrolled in the **Ignition Interlock Program** in FY24, FY25, and FY26, to date?

Response: See chart below.

Fiscal Year	# Enrolled
2024	140
2025	160
2026 (through December 31, 2025)	38

a. How many drivers completed or were dismissed from the IID Program in FY25 and FY26, to date?

Response: See chart below.

Fiscal Year	# Enrolled
2025	140
2026 (through December 31, 2025)	46

b. How many are currently enrolled in the Ignition Interlock Program?

Response: There are currently 106 people enrolled in the IID Program.

STEER Act Implementation

54. Please describe the current implementation status of the **Intelligent Speed Assistance Program** established under 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: DC DMV developed and was prepared to fully implement a new ISA Program established by the STEER Amendment Act of 2024, to enhance roadway safety by preventing vehicles from exceeding posted speed limits. Individuals convicted of Aggravated Reckless Driving must install ISA devices for 1–3 years depending on offense history and will be issued a restricted license upon enrollment. Those who fail to



enroll are subject to license revocation and vehicle registration suspension. DMV received funding for two full-time employees: 1) an ISA Program Analyst that was onboarded on April 21, 2025 and 2) an ISA Program Coordinator that was onboarded July 14, 2025. DC DMV completed system development and regulation drafting prior to the program on October 1, 2025 implementation. DC DMV published a Notice of Emergency and Proposed Rulemaking covering the regulations needed to implement the program.

On December 12, 2025, the ISA Program was paused due to a regulation issue raised by OAG. Seven drivers identified at that time were issued rescission notices canceling their required enrollment. Although no other US jurisdiction has established an ISA program, DC DMV conducted demonstrations with industry vendors, engaged AAMVA to survey jurisdictions and held stakeholder JAD meetings to shape business and technical requirements. The initiative aligns with broader federal discussions under NHTSA review regarding ISA technologies, even though no national mandate currently exists.

55. In the FY25 budget, the Committee funded a provision from the STEER Amendment Act of 2024 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 and whether steps have been taken to apply this same framework to stolen motor vehicle identification tags.

Response: Section 7 of the STEER Act requiring DC DMV to work with MPD, DDOT and DPW to prevent the issuance of tickets or automatically dismiss tickets issued to vehicles or tags that have been reported stolen to MPD has been implemented. However, when MPD classifies a vehicle tag as lost, which most frequently occurs when only one tag goes missing, the automatic dismissal process is not triggered and vehicle owners are required to address the tickets.

Furthermore, the law and the program are prospective so vehicles and tags stolen prior to implementation are not automatically dismissed. For vehicle owners whose tags are listed as missing or the vehicle or tags were stolen prior to implementation, DC DMV has developed a streamline in-person adjudication process. The process allows a vehicle owner to appear before the "examiner of the day" with the police report and have all of the tickets issued as a result of the theft adjudicated at one time. This option is also available to vehicle owners whose vehicle was stolen in another jurisdiction and not reported to MPD.

- a. What process, if any, has the DMV established for addressing tickets resulting from a stolen license plate?

Response: See response below.

Stolen Vehicle Ticket Prevention Program

Programming was completed, and the program went live on July 28, 2025. This program is required under the STEER Act and did require funding to implement. There are several significant benefits to customers:

- Programming prevents the issuance of citations for stolen vehicles by automatically identifying and rejecting camera-captured events, such as speeding or red-light violations, before tickets are generated.
- Parking tickets issued to stolen vehicles where the vehicle owner reported the theft to MPD will be dismissed automatically without the vehicle owner having to contest the ticket(s), with formal notice of dismissal mailed to them.
- Additionally, customers who visit Adjudication Services in person to contest tickets issued to stolen vehicles are assisted promptly by the Examiner of the Day. Upon presentation of a valid police report, their tickets are immediately reviewed and dismissed.

Essentially here's how the program works:

- **Photo Enforcement Tickets:** Under the new process, vehicle owners who have reported their vehicle stolen to MPD will not receive a photo enforcement ticket. A system interface with MPD's stolen vehicle "rejects" the violation event (the photos) from being processed and becoming a ticket.
- **Parking Tickets:** Unlike photo enforcement tickets, parking tickets continue to be issued to on-site ticket writers, based on safety concerns for the ticket writer expressed by the Department of Works (DPW). As a result, parking tickets may still be issued at the scene, however, under this new process, tickets issued to a vehicle reported to MPD as stolen will be dismissed before a notice is sent to the registered owner.

To date:

Photo Enforcement Event Rejects

- Red Light: 244
- Speed Cameras: 735
- Total Photo Ticket Events Rejected (no ticket issued): 979
- Plate Count: 449

Parking Tickets Dismissed

- Total Parking Tickets Dismissed: 2,889
- Plate Count: 1,113

56. In the FY26 budget, the Committee funded the **Immobilization Framework** ("Framework") of the STEER Act. Please provide an update on the implementation of the Framework, including the hiring status of the 10 FTEs funded in the FY26 budget.

Response: The Immobilization Framework is In-Progress, and DC DMV has conducted several JAD meetings with stakeholders to identify business and technical requirements.

The hiring status for the funded FTE's is listed below:

Position Title	Recruitment Status
Program Coordinator (Vehicle Point System)	New position description (PD) created and currently going through classification at DCHR.
Legal Instrument Examiner (2)	Selection made. Currently going through the background process.
Hearing Examiner (4)	Job announcement will be posted soon.
Policy Advisor	Job announcement will be posted soon.
Investigator (2)	Selection made. Currently going through the background process.

57. In the FY26 budget, the Committee also funded the development of a **driver safety curriculum** that certain drivers would be required to complete as a condition of license reinstatement or vehicle immobilization release. Please provide an update on the establishment of the driver safety curriculum.

Response: The Driver Safety Curriculum is in progress and DC DMV is expected to implement the program by September 30, 2026. Business requirements have been established and the next planning meeting is slated for early February 2026.

Additionally, procurement planning meetings are underway to evaluate market research and assess procurement options for the required electronic platform.

58. At the agency's FY25 performance oversight hearing, the Committee received public testimony and examined investigative news reporting regarding DMV's adjudication service department. Concerns raised included insufficient training, inconsistent application of law and regulation, and low morale among hearing examiners, among other issues. Provide the Committee with the following materials regarding hearing examiners and adjudication services:

- a. Training curricula for newly onboarded hearing examiners and any continuing education or professional development training provided for incumbent hearing examiners and appeals board members.

Response: DC 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 parking tickets contested by mail adjudication. Once the hearing examiner develops 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 citation hearings, respectively. Once the hearing examiner masters in-person hearings on parking tickets and automated traffic citations, he or she moves on to adjudication of minor moving violations by mail and then

in-person. Following successful completion of this rotation, they move to the permit control hearing rotation, which involves cases stemming from drinking and driving charges such as DUI and DWI. These drivers have received a proposed order of revocation and are at risk of having their DC driver license or non-resident driving privileges revoked. The hearing examiner conducts a show cause hearing to determine if the revocation order will be upheld.

- i. **Training curricula for newly onboarded hearing examiners** consists of but not limited to the following. Each examiner begins their training with reading applicable sections of the DC Code and Traffic Regulations per a detailed outline provided to each new examiner: at the same time they are reading applicable laws and regulations, they are also required to complete training in the agency's learning management tool – Litmos to test their comprehension of the assigned readings; they observe Adjudication operations starting with customer to obtain strong understanding of the Adjudication process and operations from the customer and employee side; one-on-one reviews with the Chief and Supervisory Hearing Examiners to test understanding of adjudication process, Regulations and law; observation of hearings conducted by senior examiners and participation in mock hearings; training to learn the ticket database and how to navigate it to include how to create a hearing record.
- b. Performance evaluation metrics used to assess year-over-year job performance, including promotion preference for supervisory hearing examiners and the chief hearing examiner.

Response: Performance evaluation metrics used to assess year-over-year job performance of **Hearing Examiners** include the following:

- At the start of each performance rating period, Hearing Examiners are informed how they will be evaluated. They are provided with the performance competencies and SMART goals that supervisors will use to assess their performance. This information is distributed by email and uploaded to each Hearing Examiner's individual performance plan in PeopleSoft, where it is accessible to them at any time.
- Competencies account for 50 percent of the performance evaluation, and the SMART goals account for the remaining 50 percent. The SMART goals are metric-based, with each rating level from 1 through 5 accompanied by a clear explanation of the performance required to achieve that rating.
- Generally, each Supervisor reviews hearing records completed by the Hearing Examiners assigned to them in PeopleSoft. Supervisors meet with their assigned Hearing Examiners quarterly, mid-year and year-end.
- The quarterly review meeting, conducted in March and the mid-year review, conducted in May, are intended to assess progress toward SMART goals. These meetings also provide another opportunity for Supervisors to review hearing records with the Hearing Examiners to raise any concerns or propose adjustments they believe are appropriate.

Promotion preference for **supervisory hearing examiners and the chief hearing examiner:**

- The supervisory hearing examiner and chief hearing examiner are often viewed as part of a natural progression within the hearing examiner structure, which can result in them being given greater consideration for advancement opportunities. However, natural progression is not automatic, and the agency generally advertises the position to the general public verses internally to ensure it is recruiting qualified applicants, whether they work for the agency or another entity.
- c. Processes for how DMV communicates changes in law and regulation outside of the training environment, and how the agency tracks the fair and equitable application of any law changes during hearings and appeals.

Response: Changes in law and regulation are communicated through email and during weekly staff meetings. When changes are time-sensitive and require immediate implementation, they are typically distributed by email to ensure Hearing Examiners receive the information promptly. Hearing Examiners are also given the opportunity to ask questions and raise any concerns regarding the new law or regulation.

The agency tracks the fair and equitable application of law changes through bi-monthly reviews of hearing records, during which hearing examiners receive feedback. In addition, supervisors review daily productivity reports to identify trends and ensure consistent application during hearings and appeals.

59. Does the agency maintain a body of knowledge or a compendium of prior decisions to inform future decision-making?

Response: All hearing records issued by the agency related to parking, photo and minor moving violations are maintained in the agency's ticket processing database, eTIMS. Hearing records related to driver license matters (e.g., revocation hearings) are maintained in the agency's vehicle and driver licensing database, Destiny.

Hearing Examiners receive a monthly report of their decisions which have been reversed by the Traffic Adjudication Appeals Board (TAAB), DC Superior Court or DC Court of Appeals. The Supervisory Hearing Examiners discuss these cases with the Examiners one-on-one and, if beneficial to the entire unit, the case will be discussed during a staff meeting. For example, if the reversal was based on a new legal precedent or change in standing interpretation or a law or regulation as opposed to an oversight or misapplication of law by the reversed Examiner.

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

Response: See the response for Question 59.

- a. How often are these audits conducted, and how are the outcomes of the audits incorporated into training, continuing education, and professional development?

Response: The audit consists of daily reviews of hearing examiner reports and bi-monthly review of various hearing records. The results of these audits are used to provide individual feedback to hearing examiners and to identify broader trends or areas requiring clarification. When appropriate, audit outcomes are incorporated into training updates, continuing education discussions, and professional development efforts to reinforce consistent application of the law and improve overall adjudicatory quality.

61. At the agency’s FY26 budget oversight hearing, the Committee raised concerns about the lack of awareness regarding the **Ticket Adjudication Ombudsman (“TAO”)** and the role this position plays in assisting District residents navigate complaints with DMV processes and concerns regarding the laws, rules, policies, and procedures being applied in hearings and appeals. Please describe with specificity the role of the Ticket Adjudication Ombudsman, including before, during, or after a ticket hearing or appeal, and provide the following:

Response: See response below.

The role of the Ticket Adjudication Ombudsman is the following:

- Listen to Complaints - Accept complaints and concerns about traffic ticket laws, rules, and procedures, including moving violations, automated enforcement, and parking or pedestrian violations.
 - Provide Helpful Responses - Answer complaints promptly with clear and accurate information.
 - Check if Complaints Are Valid - Review complaints quickly and professionally to see if they are legitimate.
 - Suggest Solutions - Come up with possible ways to address the issue and recommend the best option.
 - Refer When Needed - Send the matter to the right Department staff if necessary.
 - Spot Bigger Issues - Identify patterns or systemic problems in traffic ticket adjudication, including those raised by the public.
 - Recommend Improvements - Suggest policy changes, staff training, and strategies to make the ticket adjudication process better.
 - Give Guidance (Not Legal Advice) - Offer technical and procedural guidance but cannot provide legal advice.
- a. Number of queries the ombudsman received and responded to in FY24, FY25, and FY26 to date; and

Response: See chart below.

Fiscal Year	# of Inquiries Received	# Responded On Time
2024	4,689	4,634
2025	5,605	5,534
2026	1,229	1,222

- b. Average time, if known, for responses to a query regarding ticket adjudication hearings or appeals.

Response: 99% of inquiries made to the Adjudication Ticket Ombudsman are responded to within 72 business hours or less.

62. Of the tickets issued in FY24, FY25, and FY26, to date, for which DMV was responsible for resolution or adjudication, how many (both total number and as a percentage) were:
- Paid on time and without contestation;
 - Admitted with explanation; or
 - Contested?

Response: See chart below.

Fiscal Year	Tickets Issued	Paid On-Time (no contest)	Requested Adjudication	Adjudicated	Admitted With Explanation
2024	4,362,560	1,060,045 (24%)	697,730 (16%)	302,095 (43%)	72,078 (24%)
2025	4,484,899	1,000,528 (22%)	449,796 (10%)	268,009 (60%)	59,770 (22%)
2026 (Q1)	894,287	205,090 (23%)	61,564 (6%)	9,304 (15%)	3,356 (36%)

63. Please provide an updated version of the **Adjudication Caseload Statistics chart** that includes statistics from FY24, FY25, and FY26, to date. Please distinguish moving violations issued by a law enforcement officer from those issued by a photo enforcement camera.

Response: See chart below. **Note:** 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	FY25	FY26
Parking Citations			
Number of Citations Processed	1,201,803	1,093,880	259,760
Number of Requests for Adjudication Filed	264,505	228,057	48,608
Number of Cases Pending as of October 1	19,390	17,451	16,839
Number of Final Orders Issued*	143,392	126,397	27,037
Number of Final Orders Dismissed	45,180	43,012	8,069
Number of Final Orders Affirmed	89,548	74,629	16,445
Moving Citations			
Number of Citations Processed	44,736	55,626	13,555
Number of Requests for Adjudication Filed	21,147	19,375	6,235
Number of Cases Pending as of October 1	1,345	910	283
Number of Final Orders Issued*	8,462	9,023	3,250
Number of Final Orders that Dismissed	4,140	4,731	2,318
Number of Final Orders that Affirmed	2,055	1,865	444
Photo Citations			
Number of Citations Processed	2,764,051	3,355,324	676,915
Number of Requests for Adjudication Filed	389,846	532,283	107,641
Number of Cases Pending as of October 1	73,776	78,779	73,081
Number of Final Orders Issued*	159,725	238,133	55,899
Number of Final Orders Dismissed	37,008	64,660	11,280

Number of Final Orders Affirmed	115,494	162,435	41,878
Other Cases (Suspension / Revocation / Denial of Licenses, Denial of Motions to Vacate and Other Matters)			
Number of Requests for Adjudication Filed	371	658	176
Number of Cases Pending as of October 1	N/A	1	1
Number of Final Orders Issued	343	657	145
Number of Final Orders Dismissed (Approved for Reinstatement)	306	371	65
Number of Final Orders Affirmed (Revoked/Suspended by Examiner)	37	54	19
Number LOLs, No Action & FTA Decisions	21	105	42
General			
Mean Length of Time Required to Close a Case (Filing to Final Order)	114 days	110 days	122 days
Number of Hearing Examiners	31	32	31
Mean Caseload per Hearing Examiner	10,051	11,674	2,780
Traffic Adjudication Appeals Board			
Number of Cases Pending as of October 1 (Appeals are reviewed within month of filing)	181	98	264
Number of Final Orders Appealed - (Dispo 80)	1,024	1,151	262
Number of Decisions Issued (Affirmed,	843	1,053	303

Reversed, Remanded)			
Mean Length of Time Required to Close a Case	50 days	50 days	50 days
Number of Board Meetings	Bi-weekly	Bi-weekly	Bi-weekly
Collections**			
Number of Citations Processed	4,010,590	4,504,832	950,230
Value of Citations Processed	\$643,370,749	\$754,177,208	\$132,079,503
Parkers	\$113,360,804	\$105,838,399	\$20,770,620
Movers	\$10,864,730	\$13,468,091	\$2,935,693
Photo	\$519,145,215	\$646,206,104	\$108,373,190
Number of Citations Paid		2,616,271	415,682
Number of Citations Paid to DMV Pre- Collections	2,032,341	2,267,567	345,369
Value of Citations Paid to DMV Pre- Collections	\$224,897,721	\$257,843,308	\$34,703,844
Number of Citations Paid to Outside Collectors	224,122	348,704	70,313
Value of Citations Paid to Outside Collectors	\$44,148,427	\$59,161,466	\$12,121,476
Number of Citations Paid During the Ticket Amnesty Program	N/A	N/A	N/A
Value of Citations Paid During the Ticket Amnesty Program	N/A	N/A	N/A
Number of Unpaid Citations	1,871,429	2,066,237	579,982
Number of Unpaid Citations Owed by District Residents	318,938	317,140	106,440
Number of Unpaid Citations Owed by Maryland Residents	718,502	795,883	215,845

Number of Unpaid Citations Owed by Virginia Residents	611,522	733,752	190,662
Number of Unpaid Citations Owed by Residents of Other Jurisdictions	222,467	219,462	67,035
Value of Unpaid Citations	\$375,264,817	\$465,107,625	\$88,041,755
Value of Unpaid Citations Owed by District Residents	\$59,375,370	\$65,638,726	\$14,772,573
Value of Unpaid Citations Owed by Maryland Residents	\$147,652,185	\$181,966,835	\$33,102,531
Value of Unpaid Citations Owed by Virginia Residents	\$127,118,464	\$170,823,641	\$30,218,557
Value of Unpaid Citations Owed by Residents of Other Jurisdictions	\$41,118,798	\$46,678,423	\$9,948,094

*Includes continued cases

**Revenue is not certified by OCFO, but is out of DMV's ticket processing database, eTIMS

64. What was the average time from a request for adjudication to the issuance of a hearing examiner order in FY24, FY25, and FY26 to date?

Response: See chart below.

Fiscal Year	Average Time
2024	114 days
2025	110 days
2026	122 days

65. How many **requests for reconsideration** were filed in FY24, FY25, and FY26, to date?
a. How many were granted?

Response: See chart below.

Reconsiderations	FY24	FY25	FY26 (Q1)
Received	15,130	20,131	4,098
Denied	12,549	18,126	3,670
Granted	2,581	2,005	428

66. How many **motions to vacate** were filed in FY24, FY25, and FY26, to date?
 a. How many were granted?

Response: See chart below.

Motions to Vacate	FY24	FY25	FY26
Filed	35,174	4,817	30,357
Granted	24,952	3,705	21,247
Denied	13,384	1,616	11,768

67. How many **appeals** were filed in FY24, FY25, and FY26, to date? Please break your response down by basis for the appeal.
 a. How many were granted?

Response: See chart below and break down by basis for the appeal.

Fiscal Year	Appeals Filed	Appeals Reversed*
2024	1,024	154
2025	1,151	220
2026 (Q1)	262	44

*Granted = Reversed

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

- Arbitrary, capricious, and abuse of discretion or otherwise not in accordance with the law.
- In excess of statutory jurisdiction, authority or limitations or short of statutory rights.
- Without observance of procedure required by law, including any applicable procedure provided by this Chapter; or
- 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, explaining the basis for their appeal, they are not required to identify one of the above legal grounds for their appeal.

68. 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 FY24, FY25, and FY26, to date?

Response: See chart below.

Fiscal Year	Average Time from Appeal to Final Decision by Board
2024	50 days
2025	50 days
2026 (Q1)	50 days

69. Provide the three most common reasons that led to the dismissal of a parking, moving, or automated traffic enforcement ticket in FY24, FY25, and FY26, to date (*i.e.*, ticket submitted late for processing, etc.).

Response: See chart below.

Dismissal Reason	FY24	FY25	FY26 (Q1)
Tickets dismissed based on 15-year discharge policy (Dispo 137)	252,722	240,798	61,151
Dismissed on merits – legal defense to ticket provided (Dispo 24)	37,795	39,369	7,521
Ticket dismissed for make mismatch (Dispo 134)	27,408	20,765	6,048

70. Provide the five most common legal defenses leading to dismissal on the merits of a parking, moving, or automated traffic enforcement ticket in FY24, FY25, and FY26, to date.

Response: See chart below.

Dismissal Reason	FY24	FY25	FY26 (Q1)
Poor Image (Dispo 8)	17,125	8,587	1,908
Multiple Vehicles	4,238	Not in Top 5	Not in Top 5
Officer Absent (Dispo 23)	3,595	1,079	511
Park Mobile Receipt (Dispo 128)	1,377	3,608	543
ROSA Exemption (Dispo 99)	1,032	935	135
Dismissed Stolen RPT Provided (Dispo 57) New addition for FY25	N/A	34,506	3,351

71. Break down each type of adjudication proceedings (e.g., initial contest, request for reconsideration, motion to vacate, final appeal) in FY24, FY25, and FY26 to date, by format/venue (e.g., in-person, online, and mail).

Response: See charts below.

Motions to Vacate			
Fiscal Year	Filed	Granted	Denied
2024	35,174	4,817	30,357
2025	24,952	3,705	21,247
2026	13,384	1,616	11,768
Note: the above table reflects all adjudications made in each fiscal year irrespective of when the ticket was issued.			
Reconsiderations			
Fiscal Year	Received	Denied	Granted
2024	15,130	20,131	4,098
2025	15,549	18,126	3,670
2026	2,581	2,007	428
Appeals			
Fiscal Year	Filed	Granted	
2024	1,024	154	
2025	1,151	220	
2026	262	44	

72. Provide the following information about each panel of the **Traffic Adjudication Appeals Board (“TAAB”)**:

- a. The name, panel number, and whether the member is an OAG employee, DMV, or citizen member; and
- b. Any current vacancies on a panel (and when the Department anticipates filling such vacancies).

Response: As of August 11, 2025, a second TAAB was formed bringing the total number of Boards to two. Each Board composition is detailed below. There are no vacancies on either Board.

Panel #	DMV Employee Member	Citizen Member	Attorney Member
Board 1	Carole Cade	Desiree Matthews	Wyndell Banks
Board 2	DeChelle Hampton	Danielle Creek-Saalakhan	Dena Reed

Vehicle Inspections and Registration

73. How many **vehicles titles** did the DMV issue in FY24, FY25, and FY26, to date?



Response: See chart below.

Fiscal Year	Titles Issued
2024	51,971
2025	53,427
2026	13,786

74. How many **vehicle inspections** were performed in FY24, FY25, and FY26 to date? Please break down your response by inspections conducted by DMV staff and inspections performed at a self-inspection kiosk.

Response: See chart below.

Fiscal Year	Total Inspections	Takoma Park OBD Kiosk	Fort Stanton OBD Kiosk
2024	130,936	14,236	631
2025	136,087	17,816	2,092
2026	30,275	4,068	445

75. How many **vehicles registrations** did the DMV issue in FY24, FY25, and FY26 to date?

Response: See chart below.

Fiscal Year	Registrations Issues
2024	49,649
2025	58,394
2026	5,082

a. Please list the number of tags, by type, that were issued to vehicle owners in FY25 and FY26, to date.

Response: See chart below.

Tags Issues to Vehicle Owners by Fiscal Year			
Plate Style	2024	2025	2026
2018 Stanley Cup Champions (Washington Capitals)	8	6	3
2019 Women's National Basketball Association Champions (Washington Mystics)	2	1	1
Alpha Kappa Alpha Sorority	4	4	

Alpha Phi Alpha Fraternity	1	4	
Anacostia River Commemorative	316	334	83
Autocycle	1	1	
Bi-Centennial Tags	2		
Bicycle Awareness	108	64	12
Blue Knights			
BMW Car Club of America	9	6	
Breast Cancer Awareness	53	59	7
Bus	289	295	68
Children First Foundation	1		
Clergy	1		
Commercial	622	960	194
DC Veteran (Office of Veteran Affairs)	31	17	3
DC Women Veteran	6	8	3
DC Government Motorcycle		35	
DC Government	613	677	150
DC Lodge/FOP	14	12	4
Dealer	298	269	280
Delta Sigma Theta Sorority	3	4	1
Disability Motorcycle	1	1	
Disability	261	287	64
Disabled American Veteran	72	80	22
Disabled Veteran	5	11	2
Donate Life	3	5	1
Fellowship of Retired DC Police and Firefighters		20	
Fire Fighters	7	13	3
Florida A&M University Alumni	1		
Historical	157	197	46
Howard University Alumni		2	
Kappa Alpha Psi Fraternity	6	8	
Limousine	30	47	13
Low Tags	165	91	19

Masonic Foundation of Washington, DC	2		
Mason	3	1	1
Morehouse College Alumni	2	1	
Motor Driven Cycle	94	65	17
Motorcycle	628	623	139
Motorcycle Temporary	10	6	3
National Association of Black Scuba Divers	1	1	
Norfolk State University Alumni		1	
Omega Psi Phi Fraternity	1	2	
Personalized	649	716	204
Porsche Club of America	3	1	
Pride Lives Here		29	9
Rental	678	854	60
Standard	47,131	48,252	11,015
Taxi	173	200	50
Teamsters Union	2	2	
Temporary	2,590	2,048	491
The George Washington University Alumni			
Trailer	151	141	31
UDC National Alumni Society		3	
United States Air Force Veteran	19	12	
United States Army Veteran	45	51	7
United States Coast Guard Veteran	2	3	
United States Marine Veteran	14	19	6
United States Navy Veteran	16	20	3
University of Michigan Alumni	6	1	1
University of Mississippi (Ole Miss) Alumni	4	1	1

Veterans of Foreign Wars of US	1		1
Washington Capitals	16	19	
Washington Mystics	3	9	
Washington Nationals	110	103	25
Washington Wizards	79	133	26
We Demand Statehood		46	13
White Stars	1		
William & Mary Alumni			
WWW.DC.GOV Website	117	180	45

76. How many **hybrid, electric, and alternative fuel vehicles** were registered in FY24, FY25, and FY26, to date? Please break your response down by whether the vehicle is privately owned or part of the District government’s fleet.

Response: See charts below.

Currently Registered in the District	
Fuel Type	Count
Hybrid	24,714
Electric	11,750
Flexible Fuel	11,157

Newly Registered Vehicles			
Fuel Type	FY24	FY25	FY26
Hybrid	4,744	6,063	1,398
Electric	3,246	3,922	891
Flexible Fuel	1,725	1,744	315

Newly Registered Government Vehicles			
Fuel Type	FY24	FY25	FY26
Hybrid	166	75	16
Electric	26	67	8
Flexible Fuel	34	5	0

77. Please provide the number of **“H” tags and “L” tags** issued in FY24, FY25, and FY26, to date.

Response: See chart below.

Fiscal Year	H Tags	L Tags
2024	1,516	96
2025	1,555	105
2026	176	31

- a. Please provide the total number of currently active “H” tags and “L” tags issued.

Response: See chart below.

Fiscal Year	H Tags	L Tags
2024	175	31
2025	200	47
2026	50	13

78. Please provide the **number of vehicles registered** in each passenger class and commercial class in FY24, FY25, and FY26, to date. For each category, please also list the number of vehicles that were issued disability vehicle tags.

Response: See charts below.

Vehicle Type	Class	Weight Range (lbs.)	FY24	FY25	FY26
Passenger	Class I	<= 3499	19,900	19,346	4,138
Passenger	Class II	3500 - 4999	23,467	24,436	5,698
Passenger	Class III	5000 - 5999	2,557	2,918	729
Passenger	Class IV	>= 6000	380	488	106
Commercial	Class I	<= 3499	212	234	42
Commercial	Class II	3500 - 4999	289	225	49
Commercial	Class III	5000 - 5999	125	130	43
Commercial	Class IV	>= 6000	164	133	24
Disability Vehicle Tags Issued					
Passenger	Class I	<= 3499	334	361	105
Passenger	Class II	3500 - 4999	486	540	169
Passenger	Class III	5000 - 5999	58	50	19
Passenger	Class IV	>= 6000	12	10	7

79. Please provide a complete list of all non-standard motor vehicle identification tags required by law (**“specialty plates”**), including those in design or production.
- a. For those in design and production, please indicate when the agency anticipates being able to offer the plate.

Response: See chart below.

Specialty Tags Issued to Vehicle Owners
2018 Stanley Cup Champions (Washington Capitals)
2019 Women’s National Basketball Association Champions (Washington Mystics)
Anacostia River Commemorative
Bicycle Awareness
Breast Cancer Awareness
DC Women Veteran
Disabled American Veteran

DC Veteran
Pride Lives Here
Veterans Specialty – United States Air Force
Veterans Specialty – United States Army
Veterans Specialty – United States Coast Guard
Veterans Specialty – United States Marines
Veterans Specialty – United States Navy
Washington Capitals
Washington Nationals
Washington Wizards
We Demand Statehood

Customer Service and Information Technology

80. What is the status of the **e-TIMS and Destiny systems modernization projects**?

Response: See responses below.

eTIMS

The overarching, multiyear contract was executed on October 17, 2025, with an 18-month implementation period, which will be comprised of the following project components:

- Planning and Scope Development
- Resource Management
- Design and Development:
- User Acceptance and Integration Testing
- Data Migration
- Change Management and Training
- Go-Live
- Post-Launch Quality Assurance.

Destiny

For FY25, DC DMV approached "Wave 6" of the Destiny Modernization Project, which included the execution of Vehicle Registration and Titling, User Acceptance Testing Production Deployment and Postproduction.

In FY26, we plan to complete the following:

- Development of General Services, Business Services, Driver Services, Vehicle Services and Adjudication Services Transactions,

- Unit and Functional Testing of General Services, Business Services, Driver Services, Vehicle Services and Adjudication Services Transactions,
- Casual Testing by DC DMV Leadership,
- User Acceptance Testing, and
- User Training Material Preparation.

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

Response: See chart below.

Ticket Alert Service	Registered to Receive Notifications
Accounts with Plates	149,848
Accounts with Driver Licenses	5,094
Total Accounts	154,942

a. How many alerts were issued in FY24, FY25, and FY26, 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.

82. Please provide the number and nature of **reasonable accommodation requests** made in FY24, FY25, and FY26, to date, specifying for each request what the reasonable accommodation was for and whether the request was approved or denied.

Response: See charts below by fiscal year.

Fiscal Year 2024		
Request	Reasonable Accommodation	Denied/Approved
Driver Knowledge Test	Written Test, Reader, Additional Time	Approved
Driver Knowledge Test	Written Test, Reader, ASL Interpreter	Approved
Driver Knowledge Test	Written Test, Reader, Additional Time, Quiet Space	Approved
Driver Knowledge Test	Written Test, Reader	Approved
Driver Knowledge Test	Virtual Assistance	Approved
Driver Knowledge Test	Virtual Options for Students	Approved

Driver Knowledge Test	Written Test	Approved
CDL Written Test	Certified Deaf Interpreter (CDI)	Approved
CDL Prep Trip Inspection and Skills Test	Verbal Instructions, Additional Time	Approved
Non-Driver ID /Mobility Challenges	Driver Services Administration Staff Assistant Assisted Customer	Approved
Convert DL to Non-Driver ID	Driver Services Administration Staff Assistant Assisted Customer	Approved
Driving School Assistance w/ third party vendor	Alternative accommodation: recommended customers check with local driving schools, some are listed on DC DMV's website, and to ask if they offer individual learning opportunities. Recommended that customers study the DC DMV Driver Manual prior to testing with a study buddy.	Approved
Request for DC DMV Driver Manual	Driver Manual Mailed to Customer	Approved
Ticket Dispute: Referred to Adjudication Services	Adjudication Team C. Claytor Resolved	Approved

Fiscal Year 2025

Request	Reasonable Accommodation	Denied/Approved
Driver Knowledge Test	Written Test, Reader, Additional Time	Approved
Driver Knowledge Test	Written Test, Reader, ASL Interpreter	Approved
Driver Knowledge Test	Written Test, Reader, KSL	Approved
Driver Knowledge Test	Written Test, Additional Time	Approved

Driver Knowledge Test	Written Test, Reader, Additional Time, Quiet Space	Approved
Driver Knowledge Test/Classroom Sessions	Alternative accommodation: recommended customers check with local driving schools; some are listed on DC DMV's website and to ask if they offer individual learning opportunities. Recommended that customers study the DC DMV Driver Manual prior to testing with a study buddy.	Approved
Driver License Renewal Assistance	Driver Services Administration Staff Assistant Assisted Customer	Approved
Driver License Transfer Assistance	Driver Services Administration Staff Assistant Assisted Customer	Approved
Driver License Name Change Assistance	Driver Services Administration Staff Assistant Assisted Customer	Approved
Driver Road Test	ASL Interpreter	Approved
Driver Road Test	ASL Interpreter	Approved
Non-Driver ID/Senior In-person Appointment	Driver Services Administration Staff Assistant Assisted Customer	Approved
Non-Driver ID /Mobility Challenges	Driver Services Administration Staff Assistant Assisted Customer	Approved
Non-Driver ID	Photo /Private Space Away from Customers	Approved
REAL ID	Driver Services Administration Staff	Approved

	Assistant Assisted Customer	
Online DKT/Smarter Proctor System Technical Issues	Driver Services Administration Staff Assistant Assisted Customer	Approved
Request for DC DMV Driver Manual	Driver Manual mailed to customer	Approved
Contest Ticket	ASL Interpreter	Approved
Guidance on Adjudication Penalty System	Referred to Adjudication Team C. Claytor for resolution	Approved
Recruitment/Interview	Additional Time	Approved
Medical/Eye Report	Extension	Approved

Fiscal Year 2026		
Request	Reasonable Accommodation	Denied/Approved
Driver Knowledge Test	Written Test, Reader, Additional Time	Approved
Driver Knowledge Test	Written Test, Reader, Additional Time, ASL Interpreter	Approved
Driver Knowledge Test	Written Test, Reader, Additional Time, Quiet Space	Approved
Driver Knowledge Test/Classroom Sessions	Driver Services Administration Staff Assistant Assisted Customer	Approved
Driver License Renewal Assistance	Driver Services Administration Staff Assistant Assisted Customer	Approved
Online DKT/Smarter Proctor System Technical Issues	Driver Services Administration Staff Assistant Assisted Customer	Approved
Driver Road Test	ASL Interpreter	Approved

Non-Driver ID /Mobility Challenges	Driver Services Administration Staff Assistant Assisted Customer	Approved
Virtual Hearing Complaint/Uploading Document	Referred to Adjudication Team C. Claytor for resolution	Approved

- a. What is the process for requesting reasonable accommodations for all the 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.

83. What percentage of the agency’s **in-person transactions** in FY24, FY25, and FY26, to date required the use of the language line for translation services?

Response: See response below.

- **FY24:** 2.98% of in-person transactions required the language line.
- **FY 25:** 3.58% of in-person transactions required the language line.
- **FY 26 (through December 31, 2025):** 2.48% of in-person transactions required the language line.

- a. Were there instances in FY25 or FY26, 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 FY25 or FY26, to date.

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

Response: See chart below.

Location	Average Wait Time	Longest Wait Time	Shortest Wait Time
Inspection Station	13 minutes	24 minutes	4 minutes
		Tuesdays, 12 pm	Saturdays, 11 am
	22 minutes	27 minutes	14 minutes

Georgetown Service Center		Saturdays, 12-2 pm	Thursdays, 8:15-10:15 am
Benning Road Service Center	7 minutes	9 minutes	4 minutes
		Tuesdays, 12-2 pm	Thursdays, 8:15-10:15 am
Rhode Island Avenue Service Center	26 minutes	38 minutes	18 minutes
		Tuesdays, 12-2 pm	Thursdays, 8:15-10:15 am
Southwest Service Center	33 minutes	44 minutes	22 minutes
		Tuesdays, 12-2 pm	Thursdays, 8:15-10:15 am

85. 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.

- a. Has the agency released a solicitation to begin contracting or procurement related to this initiative?

Response: DC DMV completed market research and developed the preliminary procurement package, to include an independent estimate and work statement. The procurement package will be submitted to the Office of Contracting and Procurement (OCP) before the close of quarter 2 (Q2), expecting the solicitation to be posted within Q3 of FY26.

- b. Please provide a projected deployment schedule for the new kiosks during the remainder of FY26 and beyond.

Response: Once the contract is signed, we will coordinate with the vendor to execute a staggered rollout of kiosks, which will start with proposed locations with high foot traffic (per our market research). Transaction activity will be monitored and reviewed. Kiosks that demonstrate high production of transactions will remain at their original location. Kiosks that demonstrate low production of transactions will be reviewed and moved to other proposed locations. This process of review and mitigation will continue throughout the presence of the kiosk program, to ensure efficacy of the kiosks and optimal service and availability to our customers. The first set of kiosks will be deployed within 60 days of contract execution. As the solicitation and contracting process is fully administered by OCP, we cannot confirm the date of the contract award.

86. Please provide a comprehensive update on completing the **Self-Service Emission Kiosk Testing Program**. Please provide:

- a. The current location for all self-service emission kiosks;

Response: See chart below.

Fort Stanton	Takoma Park
Fort Stanton Recreation Center 1812 Erie Street SE Washington, DC 20020	Takoma Recreation Center 300 Van Buren Street, NW Washington, DC 20012 (Entrance is on 3rd Street, NW)

b. The number of times each kiosk has been used; and

Response: See chart below.

Fiscal Year	Takoma Park OBD Kiosk	Fort Stanton OBD Kiosk
2024	14,236	631
2025	17,816	2,092
2026	4,068	445

c. Whether the agency identified a new location for the self-service emission kiosk for Ward 7 or 8, since the previously selected site was on National Park Service land and is not a suitable location.

Response: DC DMV is in ongoing communications and negotiations for a different OBD Kiosk site in Ward 7 or 8.

87. Please provide a status update on the Request for Proposals (“RFP”) for the **Ticket Processing System modernization** project. Has an award been issued and made public?

Response: Yes, an award has been issued. The DMV Ticket and Adjudication System and Services contract was awarded to Modaxo Traffic Management /Trellint in October 2025. The contract is for 5 years and 3 option years. The contract Number is CW124879.

a. What, if any, challenges has the agency faced because of this modernization falling behind schedule?

Response: There are no challenges to report.

88. 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 FY23, 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.

DPW 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.

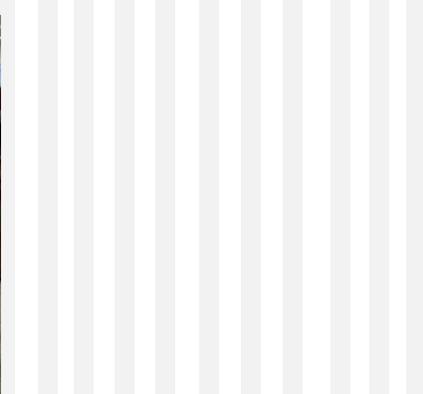
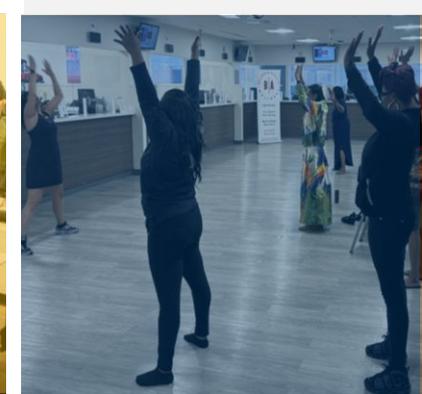
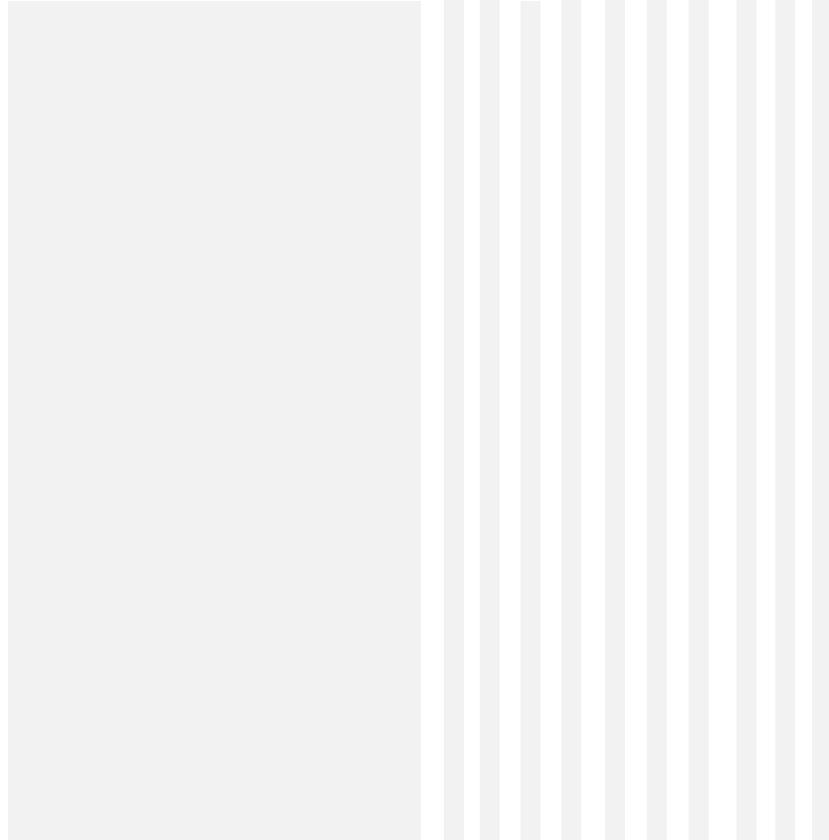
DC DMV is unable to correlate the issuance of tickets to the registration of out of state vehicles. In an attempt to gather more information, Director Robinson reached out to the Maryland Vehicle Administration to ask if DC DMV could provide a list of VIN numbers of newly registration vehicles to see 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, as mentioned in the responses submitted during the last oversight hearing, the ROSA enforcement review has ended as there is limited information to complete a deep dive review.

89. In the agency’s **FY26 Performance Plan** submitted to the Office of the City Administrator, several metrics list customer ratings regarding divisional performance. Please provide the Committee with all survey data relevant to the “customer rating” percentages attributed to agency performance from FY24 and FY25.

Response: See chart below.

% of Customer Satisfied by Division	FY24	FY25
Customers rating Adjudication Services as satisfactory or better %	756/783 (97%)	342/371 (92%)
Customers rating Vehicle Services as satisfactory or better %	1215/1306 (93%)	2458/2580 (95%)
Customers rating Driver Services as satisfactory or better %	639/735 (87%)	1304/1430 (91%)

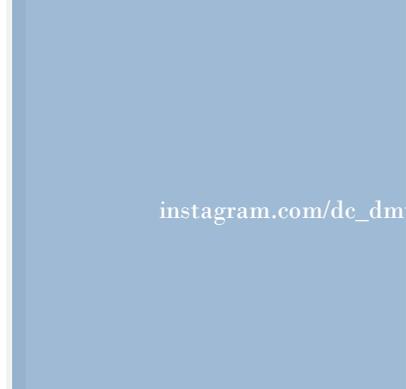


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