

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

**A. ORGANIZATION AND OPERATIONS**

1. Please provide a complete, up-to-date **organizational chart** for the agency and each division within the agency. Please include an explanation of the roles and responsibilities for each division and subdivision within the agency.

**Response:** See attached DMV FY14 Organizational Chart and information below outlining DMV program areas.

<b>DMV Agency Programs</b>		
<b>Program</b>	<b>Division</b>	<b>Description</b>
Adjudication Services	N/A	Provides ticket processing, noticing, hearing and hearing support services to residents and non-residents, in order to render legally sound decisions on parking, photo and moving violations, and to ensure proper processing of violation and penalty payments for those infractions.
Adjudication Services	Hearings	Provides fair and equitable review of ticket and permit violations for respondents to resolve outstanding issues of liability.
Adjudication Services	Hearing Support	Provides intake, data review, records management, and administrative support functions to ensure accurate records and information to support adjudication hearings.
Adjudication Services	Ticket Processing	Provides and maintains processed ticket information in DMV's 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	Provide 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	Inspection Station	Provides emission testing services for residents and for taxis 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.

<b>DMV Agency Programs</b>		
<b>Program</b>	<b>Division</b>	<b>Description</b>
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.
Technology Services	N/A	Provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.
Agency Management	N/A	Provides general and administrative support and the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, warehousing and inventory control.
Agency Management	Personnel	Provides human resources support for DMV to assure HR operations are efficient, fair, and in compliance with District personnel policies and procedures.
Agency Management	Training	Provides training services to assure professional development of DMV personnel and accurate and consistent delivery of DMV services.
Agency Management	Performance Management	Provides comprehensive services to plan, monitor, analyze, and maximize quality and effectiveness of agency operations, and to assure effective management of agency procurement, inventory and supplies.
Agency Management	Service Integrity	Ensures the security and integrity of all DMV transactions, employees, and products by implementing and auditing procedures to minimize fraud, abuse, corruption, and risk of financial loss related to the execution of

<b>DMV Agency Programs</b>		
<b>Program</b>	<b>Division</b>	<b>Description</b>
		departmental functions.
Agency Fiscal Operations	N/A	Provides comprehensive financial management services to DMV so that the financial integrity of the District of Columbia is maintained.
Agency Fiscal Operations	Budget Formulation	Works with program staff to develop and champion the annual budget for the agency.
Agency Fiscal Operations	Accounting Operations	Ensures budget and revenue is properly accounted for utilizing acceptable accounting rules.

- Please include a list of the employees (name and title) for each subdivision and the number of vacant positions.

**Response:** See attached DMV FY2014 Schedule A Position List

- Has the agency made any organizational changes in the last year? If so, please explain.

**Response:** No

2. Please list each **new program** implemented by the agency during FY 2013. For each initiative please provide:

- A description of the initiative.
- The funding required to implement the initiative.
- Any documented results of the initiative.

**Response:** See attached FY13 Initiatives

3. Please provide a complete, up-to-date **position listing** for your agency, which includes the following information for each position:

- Title of position.
- Name of employee or statement that the position is vacant, unfunded, or proposed.
- Date employee began in position.
- Salary and fringe benefits, including the specific grade, series, and step of position.
- Job status (continuing/term/temporary/contract).

*Please list this information by program and activity*

**Response:** See attached DMV FY2014 Schedule A Position List

4. Does the agency conduct annual **performance evaluations** of all of its employees? Who conducts such evaluations? What steps are taken to ensure that all agency employees are meeting individual job requirements?

**Response:** SMART goals are established for all employees early in the performance year and entered into the PeopleSoft performance management system following review/agreement by the management chain. Goals for measuring/monitoring employee performance are included in supervisor's goals. All supervisors meet regularly with employees and provide quantitative feedback on performance and coaching. If necessary, employees are placed on Performance Improvement Plans to further monitor performance. The end of year performance evaluations are reviewed and approved by Administrators and by the Agency Director.

5. Please list all **employees detailed** to or from your agency, if any. Please provide the reason for the detail, the detailed employee's date of detail, and the detailed employee's projected date of return.

**Response:** None

6. Please provide the Committee with:
- A list of all employees who receive cellphones, personal digital assistants, or similar communications devices at agency expense.

**Response:** See table below

Name of individual	Ipad\Surface Pro	Laptop	Phone	Aircard	VPN
Amit Vora	X			X	X
Cherice Stanley					X
Gabriel Robinson	X	X		X	X
Joan Saleh	X		X		
Darnell Fountain	X		X	X	
David Glasser	X			X	X
Tanya Forbes	X		X		
Amanda Mosley	X		X		
Sheila McClan	X		X		
Shawn Adams	X		X		X
Mary Parker	X		X		
Kimberly Borges	X		X		
Vanessa Newton	X		X		X
Wanda Butler	X	X	X	X	X

Name of individual	Ipad\Surface Pro	Laptop	Phone	Aircard	VPN
Leonard Golden		X	X	X	X
Jeremy Beegle		X	X	X	X
Claude Thomas		X	X	X	X
Juan Aliaga		X	X		X
Raja Bandla		X	X	X	X
Franklyn St Hiliare			X		
Jeannette Pinnix			X		X
Jacinta Ball			X		
Lucinda Babers	X		X	X	X
Carole Cade			X		X
Rick Whitley			X		
Contractors and Vendors					15
Robert Johnson		X			X
Ferdie Williams			X		
James Edwards			X		
Terrie Winnigan			X		
Greg Simpson			X		
Horniman Orjisson			X		
Tyronica Best			X		
Angela Brighthart			X		
Paula Coyoy			X		
Adrian Polite			X		
Marcus Jackson			X		
Cassandra Claytor		X	X	X	X
Martha Phillips			X		
Warren Farrar	X		X		
Maurice Douglas			X		
Tonya Miller			X		
Christopher Dina	X				
Tyrone Sweat					X
Beverly Keenon					X
Appeals Board Members		3			

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

**Response:** See table below

VEHICLE MAKE AND MODEL	LEASED/ OWN	ASSIGNED TO	TAG NUMBER
2003 FORD PICK-UP	OWN	Inspection Station	DC-2605
2008 DODGE GRAND CARAVAN	OWN	IT	DC5497
2008 HONDA CIVIC HYBRID	OWN	IT	DC7001
1999 CHRYSLER GRAND CARVAN	OWN	Support Services	DC-0161
2013 DODGE RAM CARGO VAN	LEASE	Support Services	DC-9703
2013 DODGE CARAVAN SE	LEASE	Support Services	DC-9894
2008 HONDA CIVIC HYBRID	OWN	Support Services	DC7002

- A list of employee bonuses or special award pay granted in FY 2013 and FY 2014, to date.

**Response:** None

- A list of travel expenses, arranged by employee.

**Response:** See table below

Name	Position	Travel Event	Purpose	Amount
Cassandra Claytor	Chief Hearing Examiner	National Judicial Conference, Philadelphia, Apr 8-11, 2013	Hotel, train ticket and food	\$1,326

- A list of the total overtime and worker's compensation payments paid in FY 2013 and FY 2014, to date.

**Response:** FY13 Overtime - \$388,807  
 FY14 Overtime - \$119,067  
 (as of January End)

FY13 Workman's Compensation - \$71,116  
 FY14 Workman's Compensation - \$26,838  
 (as of January End)

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

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

**Response:** See table below

Database	Information	Access to the System	Access to Public	System Age	Upcoming Upgrades
Destiny	Stores information on driver license/ID & registration	Authorized DMV users and authorized agencies	Public is allowed to verify their own information during transaction with the DMV	12 years	Pending upgrades include license issuance for undocumented, registration and titling at dealer office, online reciprocity renewal; modify the road test scoring process and process for customers to queue from home.
e-TIMS	Ticketing/Adjudication	Authorized DMV Users	Public is allowed to verify their own information during transaction with the DMV and email ticket alert service	19 years	Revised RFP was sent to OCP for procurement action on 12/15/2013. OCP is reviewing the RFP for next steps.
Gordon Darby	Inspection Station results	Authorized DMV Users	None	9 years	None
L1 ID	Knowledge Testing & DL/ID digital pictures	Authorized DMV Users	None	7 years	Contract awarded for enhanced DL/ID digital picture system during FY13

Database	Information	Access to the System	Access to Public	System Age	Upcoming Upgrades
MIDS	Enhanced DL/ID digital pictures	Authorized DMV Users	None	3 months	Deployed new servers to accommodate the system data and customer pictures. System is operational from 11/25/2013
IVS	Insurance Verification System	Access is one way to Destiny Database	Public is allowed to verify their own information during transaction with the DMV	4.5 years	None
LMS	Employee training system for tracking information	DMV Employees only	None	4.5 years	None
DCLARR	In-house image database for scanned documents	DMV Employees only	None	10 years	None

8. What has the agency done in the past year to make the activities of the agency more **transparent** to the public? In addition, please identify ways in which the activities of the agency and information retained by the agency could be made more transparent.

**Response:** Most DMV policies, procedures and regulatory requirements can be found on our website at [www.dmv.dc.gov](http://www.dmv.dc.gov). The website is updated as needed to provide the public with the latest information and updates. Also, we continue to increase outreach through social media, such as Twitter, Facebook and live web chats with the Director. We also communicate with the public about critical information via press releases, list serves and emails (newsletters and notices). Although some DMV data is available on our website, in FY13, we re-instituted our Annual Report which contains historical information.

9. How does the agency solicit **feedback** from customers? Please describe.

**Response:** DMV solicits customer feedback through customer surveys, [grade.dc.gov](http://grade.dc.gov), Twitter, Facebook, ANC and community listservs, live web chats, website "Ask the Director" and [dmv@dc.gov](mailto:dmv@dc.gov) emails. Feedback is also received through direct DMV customer interactions/correspondence,

311 service requests, media inquiries, the Mayor’s Office and Councilmembers’ Offices.

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

**Response:** DC DMV receives feedback from customers who have questions about ticket issuance, adjudication, and licensing/registration services. Additionally, customers thank staff for providing them with a positive experience, as well as comment on experiences that did not meet their expectations.

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

**Response:** DC DMV regularly makes updates to its website, posted multiple and larger signs at the Inspection Station for appointment directions; hired more Road Test Examiners to reduce customer backlog; frontline employees now wear uniform shirts with their names; extended the re-test period after a license expires; eliminated a business rule which was preventing the timely refund of voided tickets which had already been paid by the customer; and we are working with OCTO to add free WiFi in our service centers based on customer feedback.

10. How was the agency tried to reduce agency **energy use** in FY 2013?

**Response:** DMV continues to work actively with the Department of General Services (DGS) which manages our facilities. The agency has routine maintenance to the HVAC systems, including regular filter changes to keep the units running efficiently. Some units are also set to turn off during hours the DMV is closed (holiday, weekend and overnight). The new Rhode Island Service Center has a master timer for its lighting system. This ensures all lights, with the exception of emergency lights, goes off after a certain hour.

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

**Response:** See chart below

**Number of Employees Hired in FY 2013 and FY 2014, to date**

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Continuing	21	16
Term	1	1
Temporary	None	N/A

**Number of Employees Hired in FY 2013 and FY 2014, to date**

<i>Position Type</i>	<i>Total Number</i>	<i>Number who are District Residents</i>
Contract	None	N/A

**B. BUDGET AND FINANCE**

12. Please provide a chart showing your agency's **approved budget and actual spending**, by division, for FY 2013 and FY 2014, to date. In addition, please describe any variance between fiscal year appropriations and actual expenditures.

**Response:** See tables below

<b>FY 2013 Budget vs. Actual Year End</b>				
<b>Program</b>	<b>Budget</b>	<b>Actual</b>	<b>Variance</b>	<b>Explanation</b>
Agency Management	\$4,634,592	\$4,631,730	\$2,862	N/A
Agency Financial Operations	\$481,256	\$461,517	\$19,739	Vacancy lapse
Adjudication	\$16,295,972	\$13,411,692	\$2,884,280	Unexpended photo enforcement related funds, vacancy lapse and inability for vendors to meet Sep 30, 2013 deadline for delivery of goods/services.
Vehicle Services	\$9,759,551	\$9,183,453	\$576,098	Vacancy lapse and inability of vendors to meet Sep 30, 2013 deadline for delivery of goods/services
Driver Services	\$4,146,936	\$3,636,501	\$510,435	Vacancy lapse
Service Integrity	\$306,510	\$85,227	\$221,283	Inability of vendors to meet Sep 30, 2013 deadline for delivery of goods/services
Information Tech.	\$5,808,410	\$5,712,318	\$96,092	N/A
<b>TOTAL</b>	<b>\$41,433,226</b>	<b>\$37,122,437</b>	<b>\$4,310,788</b>	

FY 2014 Budget vs. Actual 1st Quarter				
Program	Budget	Actual	Variance	Explanation
Agency Management	\$6,036,242	\$1,570,626	\$4,465,616	Expenditures on target
Agency Financial Operations	\$510,113	\$98,711	\$411,402	Expenditures on target
Adjudication	\$17,256,291	\$2,842,427	\$14,413,864	Expenditures on target
Vehicle Services	\$10,018,006	\$2,909,185	\$7,108,821	Expenditures on target
Driver Services	\$5,862,501	\$1,142,866	\$4,719,635	Expenditures on target
Service Integrity	\$224,629	\$20,453	\$204,176	Expenditures on target
Information Tech.	\$5,764,590	\$2,851,612	\$2,912,978	Expenditures on target
<b>TOTAL</b>	<b>\$45,672,372</b>	<b>\$11,435,880</b>	<b>\$34,236,491</b>	Expenditures on target

13. Please list any **reprogrammings**, in, out, or within, related to FY 2013 or FY 2014 funds. For each reprogramming, please list the total amount of the reprogramming, the original purposes for which the funds were dedicated, and the reprogrammed use of funds.

**Response:** See table below for FY2013

FY2013 From		FY2013 To	
Original Purpose of funds	Amount	Purpose of Reprogramming	Amount
Adjudication PS Budget	(\$896,280)	Destiny Operations	\$896,280
Ticket Processing MPD MOU	(\$1,652,444)	Hearing Examiners PS Costs/ Overtime (According to MOU)	\$1,652,444
PS Budget in Various Programs	(\$316,000)	Postage and license tags	\$316,000

14. Please provide a complete accounting for all **intra-District transfers** received by or transferred from the agency during FY 2013 or FY 2014, to date.

**Response:** See tables below for FY2013 and FY2014

Department of Motor Vehicles  
 FY 2013 Intra-Districts  
 (September)

DMV as the Seller

Buyer Agency	Project Nbr	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$6,200,000.00	\$4,042,645.46	\$2,157,354.54	\$0.00
DDOT	NHTSAG	Convictions Data	\$50,000.00	\$50,000.00	\$0.00	\$0.00
DDOT	NHTSA2	Educational Campaign	\$30,000.00	\$0.00	\$30,000.00	\$0.00
OAH	TKTOAH	OAH Ticket Processing	\$41,218.75	\$38,471.37	\$2,747.38	\$0.00
DOES	PEPTEP	Project Empowerment	\$6,500.00	\$233.00	\$6,267.00	\$0.00
OFT	TPPOFT	OFT Ticket Payment Plans	\$25,533.84	\$25,533.84	\$0.00	\$0.00
<b>Grand Total</b>			<b>\$6,353,252.59</b>	<b>\$4,156,883.67</b>	<b>\$2,196,368.92</b>	<b>\$0.00</b>

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0600	Electricity	\$354,370.01	\$301,649.25	\$52,720.76	\$0.00
OCTO	0100	FY13 City Wide IT Assessment	\$3,503,888.08	\$2,423,399.79	\$1,147,680.29	-\$67,192.00
OFRM	0600	Natural Gas	\$106,625.00	\$60,465.71	\$46,159.29	\$0.00
OAG	0100	OAG Support Service	\$19,300.00	\$19,300.00	\$0.00	\$0.00
OAG	0600	OAG Support Service	\$69,162.00	\$53,408.18	\$15,753.82	\$0.00
			<b>\$88,462.00</b>	<b>\$72,708.18</b>	<b>\$15,753.82</b>	<b>\$0.00</b>
OFRM	0100	Phone	\$0.00	\$2,000.00	\$0.00	-\$2,000.00
OFRM	0600	Phone	\$362,122.77	\$289,582.39	\$72,540.38	\$0.00
			<b>\$362,122.77</b>	<b>\$291,582.39</b>	<b>\$72,540.38</b>	<b>-\$2,000.00</b>
OCP	0100	Purchase Card	\$118,159.93	\$0.00	\$0.00	\$118,159.93
OCP	0600	Purchase Card	\$59,339.77	\$156,960.27	\$20,539.43	-\$118,159.93
			<b>\$177,499.70</b>	<b>\$156,960.27</b>	<b>\$20,539.43</b>	<b>\$0.00</b>
OFT	0100	Armored Car Services	\$24,000.00	\$0.00	\$3,696.90	\$20,303.10

DDOE	0600	Enhanced Motor Vehicle Inspection & Maintenance Program Auditing Service	\$340,133.86	\$317,801.98	\$22,331.88	\$0.00
DGS	0600	Rent	\$466,541.32	\$466,541.32	\$0.00	\$0.00
DGS	0600	Security	\$2,712,562.94	\$1,352,506.00	\$1,360,056.94	\$0.00
DPW	0100	Fleet	\$35,000.00	\$24,352.19	\$10,647.81	\$0.00
DPW	0600	Shared Services	\$290,799.00	\$290,799.00	\$0.00	\$0.00
OFRM	0600	Steam	\$41,363.00	\$41,363.00	\$0.00	\$0.00
OFRM	0600	Water	\$9,700.48	\$9,700.48	\$0.00	\$0.00
DCTC	0600	DCTC MOU (Out of State Registration)	\$247,082.00	\$247,082.00	\$0.00	\$0.00
Grand Total			\$8,760,150.16	\$6,054,911.56	\$2,752,127.50	-\$46,888.90

Department of Motor Vehicles  
FY 2014 Intra-Districts  
(December)

DMV as the Seller

Buyer Agency	Project Number	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
MPD	TKTMPD	MPD Ticket Processing	\$7,000,000.00	\$0.00	\$0.00	\$7,000,000.00
Grand Total			\$7,000,000.00	\$0.00	\$0.00	\$7,000,000.00

DMV as the Buyer

Seller Agency	Appr Fund	Description of Service	Amount Advanced	Amount Billed	Amount Returned	Net Balance
OFRM	0100	Electricity	\$336,516.00	\$0.00	\$0.00	\$336,516.00
OFRM	0600	Electricity	\$308,813.00	\$0.00	\$0.00	\$308,813.00
			\$645,329.00	\$0.00	\$0.00	\$645,329.00
OCTO	0100	FY13 City Wide IT Assessment	\$2,489,279.94	\$431,311.00	\$0.00	\$2,057,968.94
OFRM	0600	Natural Gas	\$106,625.00	\$2,254.63	\$0.00	\$104,370.37

OAG	0100	OAG Support Service	\$60,272.00	\$0.00	\$0.00	\$60,272.00
OAG	0600	OAG Support Service	\$25,000.00	\$0.00	\$0.00	\$25,000.00
			<b>\$85,272.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$85,272.00</b>
OFRM	0100	Phone	\$3,000.00	\$0.00	\$0.00	\$3,000.00
OFRM	0600	Phone	\$292,036.95	\$1,958.91	\$0.00	\$290,078.04
			<b>\$295,036.95</b>	<b>\$1,958.91</b>	<b>\$0.00</b>	<b>\$293,078.04</b>
OCP	0100	Purchase Card	\$17,680.00	\$18,926.47	\$0.00	-\$1,246.47
			<b>\$17,680.00</b>	<b>\$18,926.47</b>	<b>\$0.00</b>	<b>-\$1,246.47</b>
DPW	0100	Fleet	\$26,000.00	\$3,548.02	\$0.00	\$22,451.98
OFRM	0600	Steam	\$41,363.00	\$4,414.48	\$0.00	\$36,948.52
OFRM	0600	Water	\$9,133.63	\$3,868.27	\$0.00	\$5,265.36
Grand Total			<b>\$3,376,203.52</b>	<b>\$466,281.78</b>	<b>\$0.00</b>	<b>\$2,909,921.74</b>

15. Please identify any **special purpose revenue accounts** maintained by, used by, or available for use by your agency during FY 2013 or FY 2014, to date. For each account, please list the following:

- The revenue source name and code.
- The source of funding.
- A description of the program that generates the funds.
- The amount of funds generated by each source or program in FY 2013 and FY 2014, to date.
- Expenditures of funds, including the purpose of each expenditure, for FY 2013 and FY 2014, to date.

**Response:** See tables below for FY2013 and FY2014

### FY2013

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions in which they operate. Once IRP needs are met,	4,350,770	\$3,533,232	164,493 in PS costs, 1,169,302 in fixed costs, 966,025 in other services and charges, & 1,233,411 in contractual services

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
			the fund can be used to offset other DMV costs.			
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	5,841,271	\$5,507,425	2,579,046 in PS costs, 1,352,506 in fixed costs, 753,874 in other services and charges, 680,581 in contractual services & 48,319 in equipment.
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	330,585	\$310,040	\$247,082 to DCTC & \$62,958 in contractual Services

### FY2014 (1st Qtr)

Code	Title	Source of Funding (Who Pays?)	Description	Collections	Expend.	Description
6000	International Registration Plan	Owners of vehicles weighing over 26K lbs. Fee is collected by states and provinces.	This program funds the International Registration Plan, which allows owners and operators of apportioned vehicles to comply with the laws of all jurisdictions in which they operate. Once IRP needs are met, the fund can be used to offset other DMV costs.	483,316	766,465	42,797 in PS costs, 572,137 in fixed costs 125,611 in other services and charges, & 25,921 in contractual services
6258	Motor Vehicle Inspection Fund	Individuals having their vehicle inspected.	Registered vehicles are inspected bi-annually for vehicle safety (excluding passenger vehicles) and emissions standards.	340,187	843,017	616,718 in PS costs, 185,835 in fixed, 3,101 in supplies & 37,363 in other services and charges
6100	Out-of-State Vehicle Registration	Non-resident taxi driver vehicle registrants	A non-resident taxi driver exempted from residency requirement to register a vehicle within the District of Columbia under section 2(c)(5)(B) shall be charged an additional fee of \$100.	26,716	25,000	\$25,000 in contractual Services

16. Please provide a list of all projects for which your agency currently has **capital funds** available. Please include the following:
- A description of each project, including any projects to replace aging infrastructure (e.g., water mains and pipes).
  - The amount of capital funds available for each project.
  - A status report on each project, including a timeframe for completion.
  - Planned remaining spending on the project.

**Response:** See table below

**Department of Motor Vehicles  
Capital Projects  
(as of 2/05/14)**

<b>Project Number</b>	MVS03C	<b>Project Title</b>	MVIS - Inspection Station Upgrade		
<b>Project Description</b>					
Bring Motor Vehicle Information System at SW Inspection Station into compliance with EPA standards. Selection of a vendor with a solution that best meets the defined business process needs. Installation of hardware and software, training, and implementation.					
<b>Index</b>	S03C1	<b>PCA</b>	S03C1	<b>Obj</b>	0409
<b>Status</b>	Ongoing	<b>Appr Year</b>	1999	<b>Implementing Agency</b>	DMV
<b>Original Budget</b>	<b>Revised Budget</b>	<b>Expenditures</b>	<b>Commitments</b>	<b>Pre-encumbrance</b>	<b>Available Balance</b>
\$3,878,500	\$3,878,500	\$1,676,850	\$33,099	\$0	\$2,168,551
<b>Planned Remaining Spending</b>					
Inspection station infrastructure upgrades, including Phase IV implementation for reports consolidation, training, and consultant assistance. There are also plans to increase security and auditing of the system by implementing a camera monitoring system. Additionally, we will renovate the employee and customer station areas.					

<b>Project Number</b>	RID01C	<b>Project Title</b>	Real ID Act Implementation		
<b>Project Description</b>					
The Real ID Act mandates a wide range of procedural, physical and system requirements for the issuance of state driver licenses and IDs. There will be new documentation standards, technology standards, physical standards and production standards. Includes an evaluation of the impact of the Real ID Act on existing programs, development specifications for changes, RFP preparation for the changes, vendor selection, and implementation of the mandated changes.					
<b>Status</b>	Ongoing	<b>Appr Year</b>	2007	<b>Implementing Agency</b>	DMV

Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$12,525,000	\$3,046,000	\$841,083	\$662,865	\$0	\$1,542,052
<b>Planned Remaining Spending</b>					
We will need to upgrade our existing infrastructure to accommodate the new technology required for Real ID.					

Project Number	WA640C	Project Title	Destiny IT Infrastructure Support		
<b>Project Description</b>					
There are a number of new development needs, especially for the Real ID Act, that affect infrastructure ranging from the local area network to the mainframe. Of special concern are mainframe components such as InterSpace, which is middleware product that IBM stopped supporting. This and other older technologies are targeted for replacement and/or updating as the Destiny technology base is migrated to an infrastructure better able to meet the needs for current technology platform flexibility such as a web-based system.					
Status	Ongoing	Appr Year	2004	Implementing Agency	DMV
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$8,250,000	\$3,575,000	\$3,524,474	\$50,526	\$0	\$0
<b>Planned Remaining Spending</b>					
Revised Ticket Processing RFP was sent to OCP in December 2013. Information is being reviewed by OCP.					

Project Number	N1713C	Project Title	Tech City - Apex- DMV Destiny		
<b>Project Description</b>					
Provide support staff to update DESTINY as needed and enhanced as planned by the customer. This staff base will be supplemented with contractors to implement Phase II of the DESTINY project, enhancement of operational processes. Phase II includes the change to commercial driver's licensing to meet current regulations, changes to synchronize renewal dates for inspections and vehicle registrations, and enforcement of each location as a full service--able to process any and all transactions. Phase II also includes second generation we enhancements.					
Status	Ongoing	Appr Year	2006	Implementing Agency	OCTO
Original Budget	Revised Budget	Expenditures	Commitments	Pre-encumbrance	Available Balance
\$8,588,779	N/A	\$8,513,601	\$0	\$0	\$75,179
<b>Planned Remaining Spending</b>					
OCTO is to close this project					

17. Please provide a complete accounting of all **federal grants** received for FY 2013 and FY 2014, to date.

**Response:** No federal grants received in FY2013 or FY2014

18. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended and option years exercised, by your agency during FY 2013 and FY 2014, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party.
- The nature of the contract, including the end product or service.
- The dollar amount of the contract, including budgeted amount and actually spent.
- The term of the contract.
- Whether the contract was competitively bid or not.
- The name of the agency's contract monitor and the results of any monitoring activity.
- Funding source.

**Response:** See attached FY13/14 DMV Major Contracts and FY13/14 DMV Major Purchase Orders

19. Please provide the details of any **surplus** in the agency's budget for FY 2013, including:

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

**Response:** See response to #12

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

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

**Response:** None

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

**Response:** None

22. Please list all **regulations** for which the agency is responsible for oversight or implementation. Please list by chapter and subject heading, including the date of the most recent revision.

**Response:** DCMR Title 18, Vehicles and Traffic, as indicated in table below. The information does not include any amendments that DDOT may have promulgated.

Chapter #	Chapter Title	Amendment Date
1	ISSUANCE OF DRIVER'S LICENSES	10/18/2013
3	CANCELLATION, SUSPENSION, OR REVOCATION OF LICENSES	7/12/2013
4	MOTOR VEHICLE TITLE AND REGISTRATION	6/18/2010
5	MOTOR VEHICLE DEALERS	8/22/2008
6	INSPECTION OF MOTOR VEHICLES	12/13/2013
7	MOTOR VEHICLE EQUIPMENT	7/12/2013
8	SAFETY RESPONSIBILITY	6/18/2010
9	DRIVING INSTRUCTORS AND DRIVING SCHOOLS	2/2/2007
10	PROCEDURES FOR ADMINSTRATIVE HEARINGS	8/23/2013
11	MOTOR VEHICLE OFFENSES AND PENALTIES	12/9/2011
13	CLASSIFICATION AND ISSUANCE OF COMMERCIAL DRIVER'S LICENSES	7/12/2013
26	CIVIL FINES FOR MOVING AND NON-MOVING INFRACTIONS (jointly with DDOT)	10/18/2013
27	SPECIAL PARKING PRIVILEGES FOR PERSONS WITH DISABILITIES (jointly with DDOT)	8/21/2009
30	ADJUDICATION AND ENFORCEMENT	9/16/2011
99	DEFINITIONS (jointly with DDOT)	7/12/2013

23. Please explain the impact on your agency of any **federal legislation or regulations** adopted during FY 2013 that significantly affect agency operations.

**Response:** None

24. Please provide a list of all **MOUs** in place during FY 2013.

**Response:** See response to #14

25. Please provide a list of all studies, research papers, and analyses ("**studies**") the agency requested, prepared, or contracted for during FY 2013. Please state the status and purpose of each study.

**Response:** None

26. Please list and describe any ongoing **investigations**, audits, or reports on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY 2013 or FY 2014, to date.

**Response:** See table below

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY13	DMV/OIG	Investigation into preferential treatment given to customer(s) by non-DMV employee assigned to DMV service centers.	Complete
FY13	DMV/MPD	Investigation into a DMV employee potentially removing materials from the DMV unauthorized.	Complete
FY12-13	DMV/USSS	Investigation into the unauthorized issuance of DC identification cards and drivers licenses.	Complete

27. Please identify all **recommendations** identified by the Office of the Inspector General, D.C. Auditor, or other federal or local oversight entities during the previous 3 years. Please provide an update on what actions have been taken to address these recommendations.

**Response:** See table below

DC DMV Investigations, Studies, Audits & Reports			
Fiscal Year	Agency	Description	Status
FY13	FMCSA	CDL Compliance Review	Based on review, DMV met compliance requirements and no recommendations were made.
FY13	FBI	Driving School Instructor Fingerprint Audit	Based on review, DMV met compliance requirements and no recommendations were made.
FY13	DC Auditor	Driver Education Fund	Audit completed. Auditor recommended OCFO establish internal controls, including written policies, to reconcile DMV fee charges with dollar amount in SOAR.

<b>DC DMV Investigations, Studies, Audits &amp; Reports</b>			
<b>Fiscal Year</b>	<b>Agency</b>	<b>Description</b>	<b>Status</b>
FY12	DHS OIG	Review of SAVE	Based on review, DMV met compliance requirements and no recommendations were made.
FY12	OIG	Ticket Processing Contract Audit	Audit completed. OIG recommended contract be put out to bid. Although an RFP was issued approximately four months ago, there were no bidders. Responses listed below for the full list of recommendations.

The OIG's Ticket Processing Contract Audit Report contained the following 9 recommendations:

The first recommendation was to solicit and award a new, competitively bid contract for ticket processing and related services prior to the expiration of the sole source extension on January 2, 2013. A solicitation for the Ticket and Adjudication Services System (TASS) contract closed on January 30, 2013. However, there were not bids. Therefore, OCP and DMV are considering the next steps.

The second recommendation was to ensure audits of the District's traffic ticketing activities and financial transactions are performed after establishing a feasible frequency of performing the audits. Since the audit recommendation, quarterly audits have been performed on schedule and will continue until such time as the contract is modified to provide for annual audits.

The third recommendation was to assess the feasibility of performing the quarterly audits and determine whether the frequency of performing the audits needs changing in future contracts. DMV agrees with OCP that the contract audits are better suited to annual performance, and accordingly an annual audit requirement has been incorporated into the TASS solicitation.

The fourth recommendation was to analyze the voided and warning ticket data that ACS has billed to determine the percentage of voided tickets and the dollar value paid, and if the percentage of voided tickets is considerably lower than the percentage of warning tickets, consider renegotiating the terms of the ticket processing services contract to cap the fee for maintaining voided citations in the ticket database. The one-

year contract extension issued to Xerox for ticket processing services, effective January 3, 2013, provides for processing of all void tickets at no cost to the District. In addition, it provides for processing of parking and moving warning tickets at no cost to the District.

The fifth recommendation was to design, document and implement a reconciliation control for voidance processing of traffic tickets or citations. A new procedure has been implemented for supervisory review of the daily online disposition report for void transactions entered by DMV personnel. This report will be compared to the void request list to determine if unauthorized voids are entered and any exceptions will be reported to management.

The sixth recommendation was to establish internal control procedures to ensure separation of duties between the employee processing the void transactions and the employee reconciling the processed transactions to the void request list. The new supervisory review procedure will ensure the supervisor or designee, who is not the individual who entered the void transactions, will regularly review the daily online disposition report for void transactions entered by DMV personnel.

The seventh recommendation was to develop a process and establish formal procedures for providing ticket dismissal analysis data and reports to ticket-issuing agencies and law enforcement partners on a quarterly basis. DMV has scheduled an automated dismissal report to be e-mailed to designated contact persons within primary ticket issuing agencies on a monthly basis.

The eighth recommendation was to identify and recommend areas in which each law enforcement partner needs to improve scheduling to ensure officers attend hearings and provide adequate training for ticket enforcement personnel to minimize preventable ticket dismissals. DMV has actively facilitated the efficiency of officer scheduling by having agency court liaisons log into the Business Objects reporting system to schedule and reschedule officer appearances as well as review their schedules. In addition, the monthly dismissal report automatically distributed to contacts in primary ticket issuing agencies has been expanded to include additional dismissal reasons. It is the ticket issuing agency's role to train its ticket writers.

The ninth recommendation was to review the system for other tickets/ citations that the issuing agency may have submitted for voidance processing after DMV adjudication of liability and ascertain whether there is a need to design and implement a control to prevent future occurrences. Whereas DMV does not disagree that controls should be in place to ensure void requests are not open to abuse by the issuing agency, the issuing

agency has the responsibility for putting proper controls in place to ensure all void requests are properly authorized by the agency. Such internal controls are not the responsibility of DMV.

**D. PROGRAM-SPECIFIC QUESTIONS**

28. Please provide the most up-to-date DMV Adjudication Caseload Statistics chart (attached), including statistics from FY 2012, FY 2013, and FY 2014 (as of January 1 or later).

**Response:** See attached Feb 2014 DMV Adjudication Caseload Statistics

29. Does the Department collect data on the most-common reasons for dismissing a moving, parking, or automated enforcement ticket? If so, please provide the top three defenses that lead to dismissal of a ticket in FY 2012, FY 2013, and FY 2014.

Response: Yes, DMV provides data to parking and traffic enforcement agencies on the number of tickets issued by their agency that are dismissed and why. We created a high level report for this purpose. The report is distributed monthly to the major parking and traffic enforcement agency managers. The report was not meant to be inclusive of all dismissals. The top three dismissal reasons included in the report are reflected below.

<b>Dismissal Reason</b>	<b>FY12</b>	<b>FY13</b>	<b>FY14 (thru 1/31/14)</b>
Ticket submitted late for processing	10,512	11,802	2,804
Officer failed to appear at hearing	10,002	7,985	528
Dismissed on merits – legal defense to ticket provided	87,202	76,629	10,135

30. Please provide the following information about the Traffic Adjudication Appeals Board (TAAB):

- The name, panel number, and whether the member is an OAG employee, DMV employee, or citizen member
- The compensation provided to citizen board members
- Any current vacancies on the Board (and when the Department anticipates filling such vacancies)

**Response:** Currently there are 3 Appeal Boards. The citizen member position is the only paid position, and the position is compensated at an hourly rate of a DS14. DMV is in the process of recruiting for a citizen member for Board 3. DMV has also reached out to OAG for an attorney member for Board 2.

Panel #	DMV Employee Member	Citizen Member	OAG Attorney Member
Board 1	Richard Prunchak	Edith Roberts	Justin Zimmerman
Board 2	Carole Cade	Nadine Robinson	Vacant
Board 3	Gabriel Robinson	Vacant	Shermineh Jones

31. Please provide the number of adjudications processed in FY 2012, FY 2013, and FY 2014 to date, broken down by category (in-person, online, and mail).

**Response:** See table below

	FY12	FY13	FY14 (thru 1/31/2014)	Total
In-person	114,745	80,940	22,074	217,759
Mail-in	121,550	97,147	22,916	241,613
Online	79,412	113,930	34,108	227,450
Total	315,707	292,017	79,098	686,822

32. Please provide the average time from a request for adjudication to a hearing examiner to issue an order in FY 2012, FY 2013, and FY 2014, to date.

**Response:** In FY 12, 79% of request for mail adjudication were responded to within 150 days; in FY13, 75% of request for mail adjudication were responded to within 150; and in FY14 (through 1/31/2014), 86% of adjudication requests were responded to within 150 days.

- Please describe the agency's efforts to reduce this timeframe.

**Response:** For FY14, we received two additional hearing examiners to assist with photo ticket adjudication. This adjudication category takes the longest to adjudicate and it is our fastest growing category in terms of volume. The two positions are currently pending review of applications so interviews can be conducted. Also, we will continue to partner with local law schools to use law school students to pre-screen written contests to tickets for ticket writer errors and tickets for which the Traffic Adjudication Act provides an affirmative defense to the ticket. These tickets are processed on a 'fast track' which frees up the examiners to review those cases for which there is no affirmative defense or ticket writer error.

33. Please provide the average time from an appeal of a hearing examiners order to final disposition by a panel of the Traffic Adjudication Appeals Board in FY 2012, FY 2013, and FY 2014, to date.

**Response:** The average time from appeal of an examiner's decision to issuance of a final order by an Appeals Board was 24 months in FY12, 22 months in FY13 and 20 months for FY14 through 1/31/2014.

- Please describe the agency's efforts to reduce this timeframe.

**Response:** DMV will implement a number of strategies to further reduce the response time, including filling the vacant positions on Boards 2 and 3. With summer youth resources, we will attempt to identify whether there are specific ticket types which are most likely reversed on appeal, along with the reason. This review may give us the ability to expedite these ticket types through the appeal process.

34. Please provide the average wait time at each service center and the inspection station. Also, for each, please indicate the day of the week and time of the day that experiences the longest and shortest wait time and how long/how short are those wait times, on average.

**Response:** In general, lunch hours between 11am-1pm should be avoided by customers at all service centers and the Inspection Station on all days. Also, the end of the month and days before and after holidays are more crowded.

Penn Branch Service Center: 12 minutes average wait time  
Longest avg wait time is 22 minutes on Tuesdays from 1-3pm  
Shortest avg wait time is 8 minutes on Saturdays from 2-3:30pm

Southwest Service Center: 35 minutes average wait time  
Longest avg wait time is 63 minutes on Tuesdays from 1-3pm  
Shortest avg wait time is 14 minutes on Saturdays from 8:15-10:15am

Rhode Island Service Center: 14 minutes average wait time  
Longest avg wait time is 33 minutes on Tuesdays from 1-3pm  
Shortest avg wait time is 5 minutes on Saturdays from 8:15-10:15am

Inspection Station: 21 minutes average wait time  
Longest avg wait time is 64 minutes on Tuesdays at 12:30pm  
Shortest avg wait time is 4 minutes on Saturdays at 10am

35. How many vehicles were titled/registered in the District in FY 2012, FY 2013, and to date in FY 2014?

**Response:** See table below

<b>VEHICLES TITLED/REGISTERED (AS OF FEB 1, 2014)</b>	
<b>FISCAL YEAR</b>	<b>VEHICLES TITLED/ REGISTERED</b>
FY12	65,883
FY13	68,277
FY14	20,895

- Please list the number of tags, by type, that were issued to vehicle owners in FY 2013.

**Response:** See table below

<b>Tag Type</b>	<b>Issued</b>
ALPHA KAPPA ALPHA TAGS	5
ANACOSTIA RIVER COMMEMORATIVE TAGS	648
BLUE KNIGHTS TAGS	1
BUS TAGS	1,043
CLERGY TAGS	7
COMMERCIAL TAGS	914
DC GOVT MOTORCYCLE TAGS	63
DC GOVT TAGS	1,015
DC LODGE TAGS	38
DEALER TAGS	411
DEALER TEMPORARY TAGS	1,100
DELTA SIGMA THETA TAGS	5
DISABILITY TAGS	361
DISABLED AMERICAN VETERAN TAGS	13
DISABLED VETERAN TAGS	9
DOCTOR TAGS	1
FIRE FIGHTER TAGS	29
FLORIDA A & M UNIVERSITY	1
HISTORICAL TAGS	133
KAPPA ALPHA PSI FRATERNITY	2
LIMOUSINE TAGS	31
LOW TAGS	143

<b>Tag Type</b>	<b>Issued</b>
MASONS TAGS	1
MOREHOUSE COLLEGE ALUMNI	3
MOTORCYCLE TAGS	1,262
MOTORCYCLE TEMPORARY TAGS	69
NATIONAL ASSOCIATION OF BLACK SCUBA DIVERS	2
OFFICE OF VETERANS AFFAIRS TAGS	46
OMEGA PSI PHI TAGS	1
PERSONALIZED TAGS	601
PLEASURE TAGS	57,989
RENTAL TAGS	526
TAIWAN EMBSY TAGS	1
TAXI TAGS	641
TEMPORARY TAGS	8,002
THE GEORGE WASHINGTON UNIVERSITY	1
TRAILER TAGS	204
TRANSPORT TAGS	17
UNIVERSITY OF MICHIGAN	1
VETERANS OF FOREIGN WARS OF US	1
WASHINGTON NATIONALS	39
WHITE STARS TAGS	1
WWW TAGS	284
<b>Total</b>	<b>75,665</b>

36. What is the status of the Georgetown Service Center?

**Response:** Currently, DC DMV is working with DGS on the build-out of a new service center at the Georgetown Park Mall.

- When will it open?

**Response:** Tuesday, April 29, 2014

- Are there any obstacles that could prevent the Department from meeting this deadline?

**Response:** None at this time

37. What is the status of the Department's compliance with the REAL ID Act of 2005? Please provide an updated REAL ID compliance matrix.

**Response:** In concert with the implementation of the Driver's Safety Amendment Act of 2013, the agency is working to implement the main components of REAL ID by May 2014. A Feb 2014 DC DMV REAL ID Compliance Matrix is attached.

- What is the status of the Department's compliance with the Driver's Safety Amendment Act of 2013?

**Response:** Currently, the agency is working with our information technology office to identify and implement the necessary program requirements to achieve the legislative requirements. Additionally, there are numerous operational requirements (employee training, website updates, document requirements, etc) being identified and created.

- Will the Department be able to meet the requirement for it to begin issuing limited-purpose license by May 2014?

**Response:** Yes

#### Attachments

1. DMV FY14 Organizational Chart
2. DMV FY2014 Schedule A Position List
3. DMV FY13/14 Initiatives
4. DMV FY13/14 Major Contracts
5. DMV FY13/14 Major Purchase Orders
6. Feb 2014 DMV Adjudication Caseload Statistics
7. Feb 2014 DC DMV REAL ID Compliance Matrix