



Department of Motor Vehicles (DMV) – KVO

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Central Purpose

- The mission of the Department of Motor Vehicles (DMV) is to promote public safety by ensuring the safe operation of motor vehicles.

Key Facts

- 563,000 active licensed drivers and identification card holders
- 296,000 active vehicle registrations
- 187,000 annual vehicle inspections
- 2.1 million tickets processed annually
- 318,000 tickets adjudicated annually

Goals/Performance Measures

- 85% overall customer satisfaction rating
- 98% correspondence responded to within citywide standard of 15 days
- 97% of parking ticket mail adjudication completed within 150 days
- 95% of adjudication wait time is 40 minutes or less with average wait time of 13 minutes
- 75% of driver/vehicle wait time is 40 minutes or less with average wait time of 27 minutes
- 70% of vehicle registration renewals processed online

Programs/Services

- Adjudication Services – provides ticket processing, notices, and 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.

This division contains the following 3 activities:

- Hearings – provides fair and equitable reviews of ticket and permit violations for

respondents so they can resolve outstanding issues of liability;

- Hearing Support – provides intake, data review, records management, and administrative support functions to ensure accurate records and transmittal of information in support of adjudication hearings; and
- Ticket Processing – provides processed ticket information to create and maintain DMV's database, provides scheduled notifications and information to residents and non-residents of the District of Columbia, and processes and tracks fines and penalty payments for tickets issued by traffic enforcement authorities.

- Vehicle Services – 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.

This division contains the following 4 activities:

- Inspections – provides safety and emission inspection services to residents and non-residents so that they can receive a timely vehicle inspection to facilitate reduced auto emissions (all vehicles) and safer vehicles (for-hire and commercial vehicles only);
 - Registrations – provides legal certification services to residents and non-residents by providing timely documentation of ownership and authority to operate, allowing them to legally drive, park, or sell vehicles;
 - Registrations - Out of State Vehicles – provides registration services for “for hire” vehicles whose owner is based outside of the District; and
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- International Registration Plan – provides for administration of the District of Columbia's participation in the US-based plan, which allows for the distribution of registration fees for commercial motor vehicles travelling inter-jurisdictionally through member states and provinces.
- Driver Services – 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 and safely operate their vehicles.
- 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 departmental functions.
- Ticket Information Systems – operates and maintains the automated systems providing support for ticketing and adjudication services.
- Agency Management – provides for administrative support (i.e., human resources, training, communication, performance management, legal, financial, facility and support services) and the required tools to achieve operational and programmatic results. This division is standard for all agencies using division-based budgeting.

First Quarter CY2015 Hot Button Issue(s)



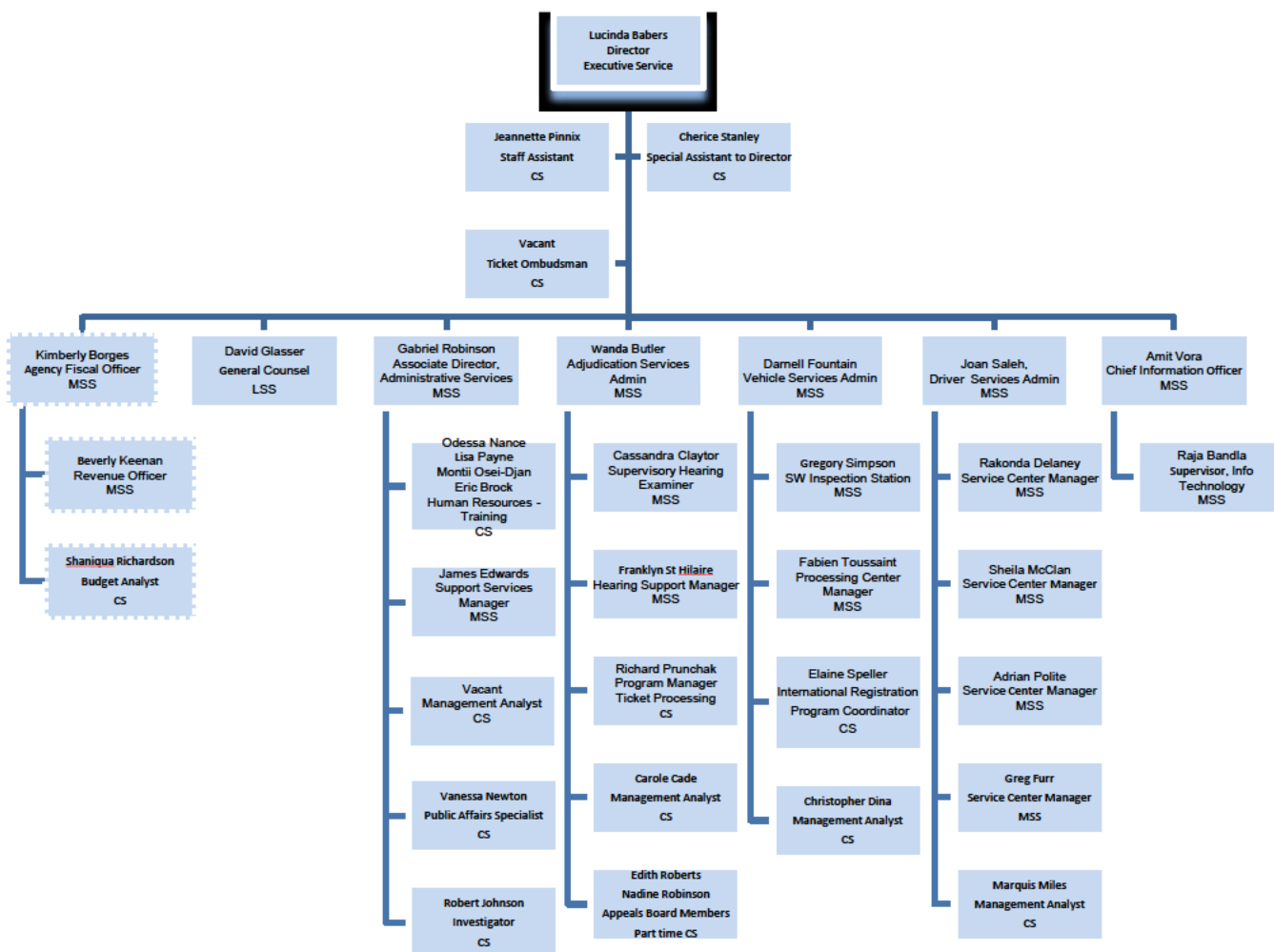
This division contains the following 2 activities:

- Risk Management – provides reviews and audit procedures and controls to minimize the risk of financial loss related to the execution of departmental functions; and
- Integrity – provides reviews and audit procedures and controls to minimize fraud, abuse, corruption, and the loss of the public's trust related to the execution of departmental operations.
- Technology Services – provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.

This division contains the following 3 activities:

- Information Technology – operates and maintains the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings;
- Driver and Vehicle Systems – operates and maintains the automated systems providing support for driver and vehicle databases and service functions; and

Organization Chart Department of Motor Vehicles FY2015 – 271 FTEs



Boards and Commissions relevant to the agency (if any)

Board Name	Name of Chairperson	No. of Members
Traffic Adjudication Appeals Board 1	Edith Roberts	3
Traffic Adjudication Appeals Board 2	Nadine Robinson	3
Traffic Adjudication Appeals Board 3	Gabriel Robinson	3
Motor Vehicle Theft Prevention Commission	Andrew Fois	9

Budget FY2015

Total Budget	\$46,231,307
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No. of Employees

Current No. of FTEs	271
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Union Representation

Union(s)	Union Representative	No. of Members
American Federation of Government Employees (AFGE) Local 1975	[REDACTED]	167
American Federation of Government Employees (AFGE) Local 1403	[REDACTED]	1

Facility Location(s)

Facility Name / ID	Address	Zip Code	Ward	Main Phone No.
DMV Main Office	95 M Street, SW	20024	6	(202) 727-2200
Adjudication Services	301 C Street, NW	20001	2	(202) 724-2034
Brentwood Road Test and CDL office	1205 Brentwood Road, NE	20018	5	(202) 576-8283
Commercial Driver License Road Test Lot	2390 South Capitol Street, SE	20032	8	(202) 698-1245
Penn Branch Service Center	3220 Pennsylvania Ave, SE	20019	7	(202) 729-7142
Rhode Island Service Center	2350 Washington Place, NE, #112N	20018	5	(202) 729-7126
Southwest Service Center	95 M Street, SW	20024	6	(202) 729-7037
Georgetown Service Center	3222 M Street, NW, Canal Level	20007	2	(202) 729-2042
Inspection Station	1001 Half Street, SW	20024	6	(202) 729-7028

Key Projects/Initiatives

Project/Initiative Name	Brief Description	Delivery Date
Implement new knowledge test system	DMV will implement a knowledge test system that will be integrated with our licensing/registration system and will provide the test in 13 languages	December 2014
Assist with online voter registration process	DMV will partner with the Board of Elections (BOE) to create a system interface to provide driver license and identification card signatures to the BOE in support of the implementation of an online voter registration process.	March 2015
Provide online real-time wait time data	To decrease high customer volume during service center peak times, DMV will provide online real-time wait time data for citizens. This will allow customers to avoid peak times and better plan their visit.	March 2015
Relocate the Penn Branch Service Center	To better serve the citizens of the District, DMV will partner with the Department of General Services (DGS) to relocate the Penn Branch Service Center. This initiative will increase both employee and customer satisfaction and will provide additional capacity to process a steadily increasing District population and undocumented residents.	August 2015
Relocate the Brentwood Road Test Office and the Commercial Driver	To better serve the citizens of the District, DMV will partner with DGS to co-locate the Brentwood Road Test Office and the CDL Road Test Office. This initiative will increase both employee and customer satisfaction and will provide adequate space for testing.	September 2015

Project/Initiative Name	Brief Description	Delivery Date
License (CDL) Road Test Office		
Improve current ticket appeal process and reduce response time	To improve the current process and maximize the customer's experience, DMV will create an online appeals process to assist in reducing the time for internally processing appeals and minimizing overall response time. The current process is time-consuming and manually intense. Additionally, DMV will link the online appeals application to the Ticket Alert Service.	September 2015

Capital Program(s)

Project Name	Budget ID	Funding Source	Project Budget	Current Balance	Delivery Date
Inspection Station Upgrade	MVS03C	GO Bonds	\$ 3,878,500	\$ 167,698	September 2015
Secure Credentialing	RID01C	GO Bonds	\$ 3,046,000	\$ 191,400	December 2014
IT Infrastructure Syst/Software 301 C St NW	WA540C	GO Bonds	\$ 2,769,846	\$ 7,407	N/A
DMV Ticket Processing - IT	WA640C	GO Bonds	\$ 3,575,000	\$ 50,522	N/A

Important/Significant Dates

Event	Brief Description	Delivery Date
Annual Report	Annual adjudication report submitted to Council	June 30, 2015
Annual Report	Annual suspension and revocation driver license report submitted to Council	June 30, 2015
Annual Certification	Annual certification of Commercial Driver License program compliance to Federal Motor Carrier Safety Administration	December 30, 2014
Annual Certification	Annual certification of Heavy Vehicle Use Tax submitted to Department of Transportation	December 30, 2014
Annual Certification	Annual certification of drug offender's driver license suspension to Department of Transportation	December 30, 2014

Key Contracts

Project Name	Vendor Name	Total Contract Value	Contract Term
Registration Window Decals	Production of registration stickers for DC registered vehicles	\$1,470,000	October 2014 to September 2019
Ticket Printing	Printing of ticket stock for area law enforcement agencies	\$170,000	February 2014 to February 2015
IRP/ PRISM Support	Computer system associated with the International Registration Plan/Performance Registration Information Systems Management (IRP/PRISM) systems and support services	\$36,000	October 2014 to November 2014 (pending new contract with one base year and four option years)

Project Name	Vendor Name	Total Contract Value	Contract Term
Ticket Processing	Processing of tickets and payments for DC issued parking, photo enforcement and moving violation tickets	\$10,428,000	January 2014 to January 2015
License/ID Production	Design, development, and printing of DC credentials	\$11,395,000	April 2013 to April 2020
DMV Imaging Services	Staffing services to perform in-house scanning of DMV documents	\$1,610,000	October 2013 to October 2017
Inspection Station Project Manager	Project management contract to manage, oversee, and technically troubleshoot issues related to Inspection Station operations	\$890,000	December 2013 to December 2017
Insurance Verification System	Database and server maintenance agreement to maintain and validate vehicle insurance information	\$1,500,000	October 2014 to September 2019
Inspection Station Emissions Testing System	Project management contract to manage, oversee, and technically troubleshoot emissions testing system issues	\$1,184,000	December 2011 to September 2016

Key Agreement(s) / Memorandum(s) of Understanding

Project Name	Brief Description	Agreement Term
MOA between DMV and Social Security Administration (SSA)	SSA provides integrated verification of social security numbers input by DMV for licensing/identification cards	July 2011 to September 2016
MOA between DMV and Department of Homeland Security (DHS)	DHS provides integrated verification of immigration information input by DMV for licensing/identification cards	January 2011 to “no end date”
MOU between DMV and Unicor (Federal Prison Industries)	Unicor produces license plates for all vehicles of the District of Columbia	February 2014 to February 2018
MOU between DMV and District Department of the Environment (DDOE)	DDOE provides emission services to support the operations of the Inspection Station in accordance with Environmental Protection Agency requirements	October 2014 to September 2015
MOU between DMV and the Office of the Chief Financial Officer (OCFO)	OCFO provides cashier services to all DMV facilities which collects revenue	October 2014 to September 2015
MOU between DMV and the Office of the Chief Financial Officer (OCFO)	OCFO provides “shared services” for Public Works Cluster, which includes DMV, for accounting and payroll services	October 2014 to September 2015

Project Name	Brief Description	Agreement Term
MOU between DMV and Metropolitan Police Department (MPD)	DMV provides ticket processing service to MPD for its photo enforcement program	October 2014 to September 2015
MOU between DMV and Office of Chief Technology Officer (OCTO)	OCTO provides programmers and mainframe support for the continuous operation and system enhancements for DMV's licensing/registration system	October 2014 to September 2015

Grant(s) Awarded (or Pending Award) to Agency

Grant Name	Name of Grantor	Total Grant Amount	Current Grant Balance	Grant Expiration
Commercial Driver License	Federal Motor Carrier Safety Administration	\$ 718,400	\$ 360,888	March 2015
FY09 – Driver License Security	Department of Homeland Security (FEMA)	\$ 632,367	\$ 29,323	December 2014
FY10 – Driver License Security	Department of Homeland Security (FEMA)	\$ 561,877	\$ 59,090	December 2014
FY11 – Driver License Security	Department of Homeland Security (FEMA)	\$ 684,804	\$ 295,540	August 2015

Active Litigation(s)

Project Name	Brief Description
[REDACTED]	[REDACTED]

Consent Decree(s)

Project Name	Brief Description	Agreement Term
N/A		