FY 2015 ANNUAL REPORT

The DC Department of Motor Vehicles' mission is to promote public safety by ensuring the safe operation of motor vehicles.

DISTRICT OF COLUMBIA DEPARTMENT OF MOTOR VEHICLES **2015 ANNUAL REPORT**

About the District of Columbia Department of Motor Vehicles

Out of a population of more than 600,000, DC DMV licenses eligible District of Columbia residents to drive, as well as inspects, titles, and registers their vehicles.

The agency issued 157,362 driver licenses and identification cards, registered 290,000 vehicles, and inspected 190,000 in Fiscal Year 2015. DC DMV also holds hearings on contested tickets and collects the ticket payments for more than 2.6 million citations. While not an all-inclusive list, these services cover the three operational functions of the agency: Adjudication Services, Vehicle Services, and Driver Services, enabling residents to take advantage of the privilege to drive.

Director's Message

For Fiscal Year 2015, the District of Columbia Department of Motor Vehicles (DC DMV) focused on making it easier, faster, and friendlier for customers to conduct their business with the agency.

DC DMV had several achievements throughout the year that were specifically designed to improve the public's interaction with DC DMV.

At the beginning of the fiscal year on October 1, 2014, we implemented the request for reconsideration process. This allows customers who have contested a ticket and been found liable to resubmit their ticket for adjudication and provide DC DMV with new or additional evidence for the hearing examiner to review. Customers may also submit a request for reconsideration if they believe an error was made during the adjudication process, or if there is a need for further discussion about the ticket issue.

One of the benefits of the request for reconsideration process is to reduce the number of appeals that the agency receives. We have been highly successful in achieving this goal, as the number of appeals DC DMV received in Fiscal Year 2015 was reduced by 75 percent.

"Skip the Trip!" DC DMV is a motor vehicle industry leader in providing its customers with more than 45 online services, enabling them to "skip the trip" to a service center and conduct their DC DMV business online at their convenience. We added seven new transactions to our online portfolio, including the ability to check the mailing status of a driver license or identification card and apply for a disability placard. Throughout the year, we encouraged our customers to visit our website at dmv.dc.gov and visit DC DMV on their schedule.

In Fiscal Year 2015, we also rolled out a new Knowledge Test system and began offering the test in 15 different languages to meet the needs of our customers.

Please take a moment to read this annual report and learn about DC DMV's progress and financial outlook.

How did Adjudication Services make it easier, faster, and friendlier to do business with DC DMV?
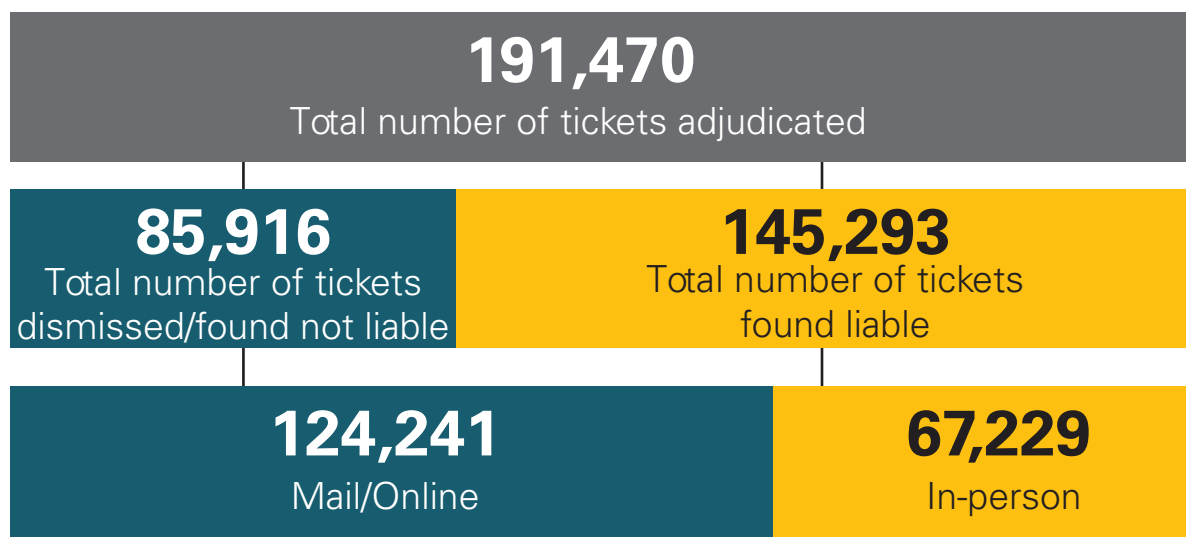
We made it *easier* for customers to provide us with new or additional information regarding their tickets by implementing the request for reconsideration process on October 1, 2014. The implementation of the request for reconsideration process has reduced the number of appeals submitted to the Traffic Adjudication Appeals Board (TAAB) by 75 percent.
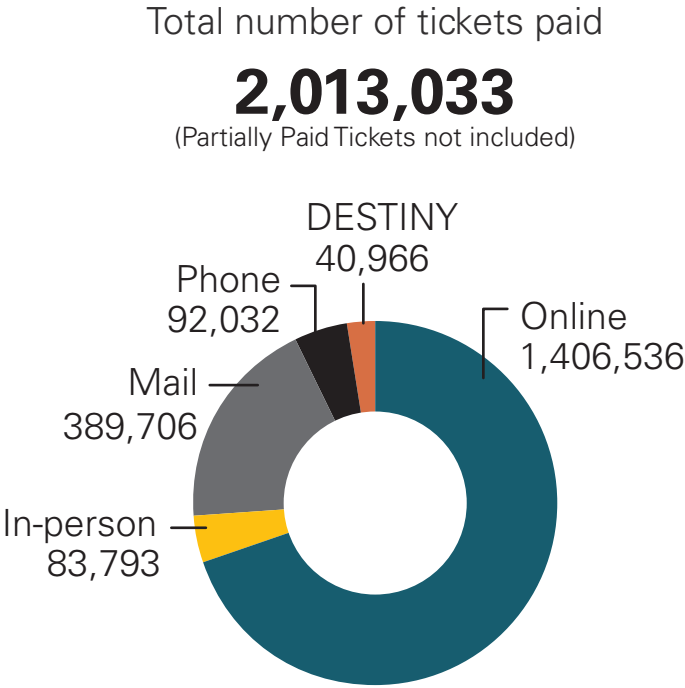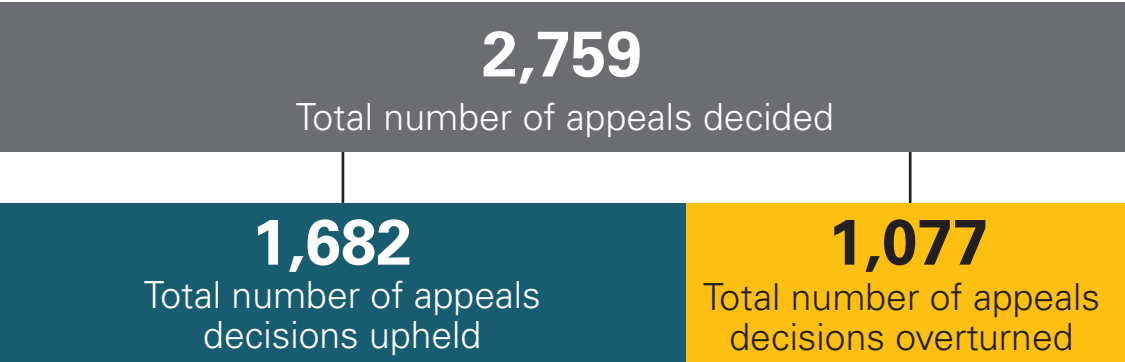
We made it *faster* by enabling customers to submit their request for reconsideration and supporting evidence online as well as by mail.

We made it *friendlier* through thorough employee training and adding a ticket ombudsman to our staff, specifically to assist customers with the adjudication process.

For FY 2015, **116,501** customers visited Adjudication Services.

The average is **9,708** per month.

191,470 Total number of tickets adjudicated	
85,916 Total number of tickets dismissed/found not liable	**145,293** Total number of tickets found liable
124,241 Mail/Online	**67,229** In-person

2,759
Total number of appeals decided

1,682
Total number of appeals
decisions upheld

1,077
Total number of appeals
decisions overturned

Total number of tickets paid

2,013,033
(Partially Paid Tickets not included)

DESTINY
40,966

Phone
92,032

Mail
389,706

In-person
83,793

Online
1,406,536

Total number of request for reconsiderations

4,003

In-person
321

Online
1,065

Mail
2,617
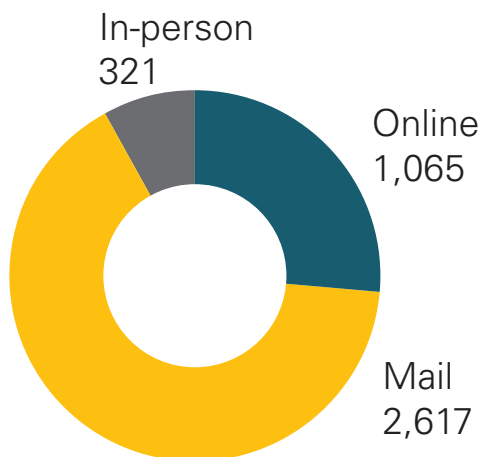
Total number reversed
1,250

Total number affirmed
2,753
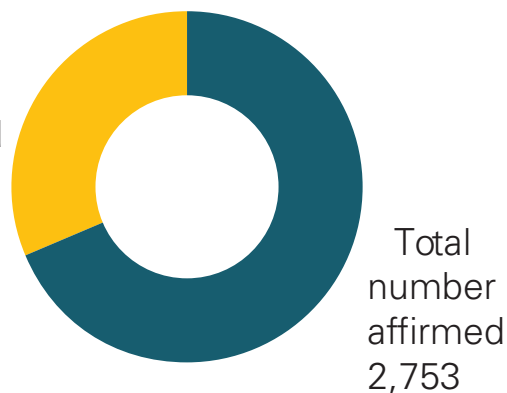
The adjudication totals for the **top 5** parking violations

1. Park At Expired Meter

13,973
8,622

2. Failure To Display Current Tags

12,132
7,492

3. Failure To Secure DC Tags

9,372
7,469

4. Fail To Display A Multispace Meter Receipt

8,845
5,701

5. No Stopping Or Standing In PM Rush Hour Zone

7,502
2,109

Total Adjudicated (Liable/Dismissed Only)
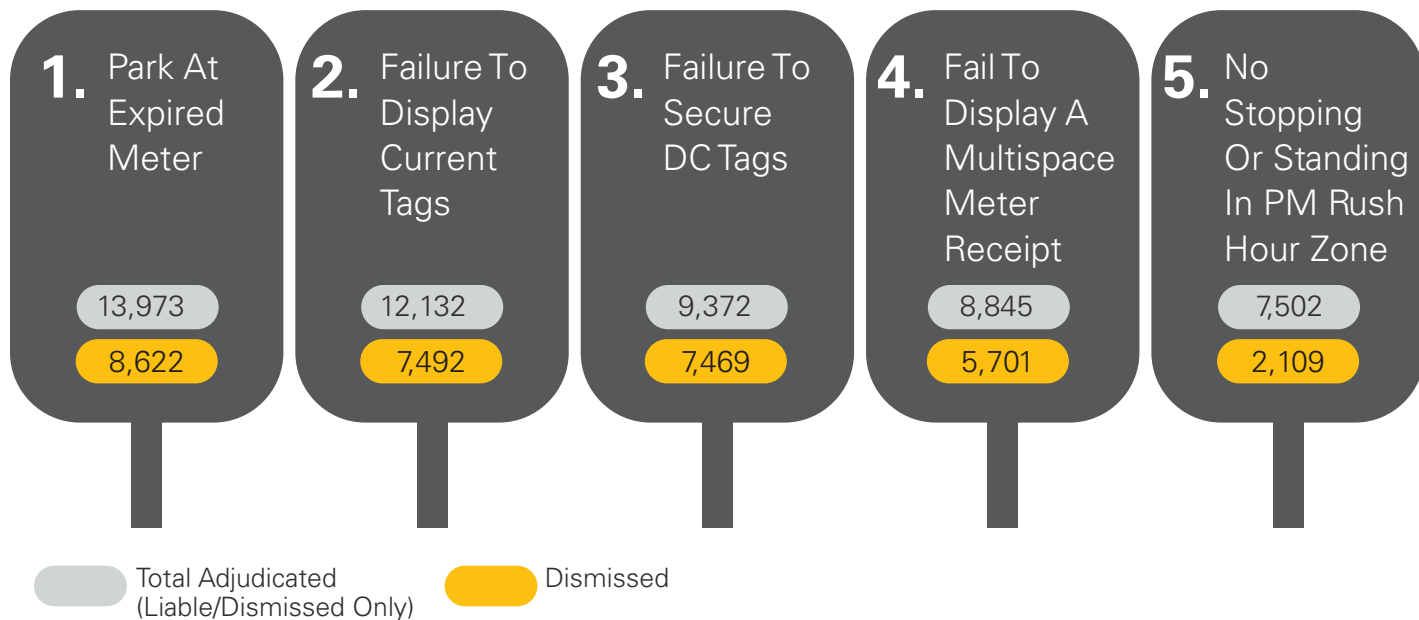
Dismissed

Total number of photo enforcement tickets adjudicated by type and for each category, how many were dismissed:

■ Adjudicated   ■ Dismissed

Speeding

25,395   9,472

Red Light

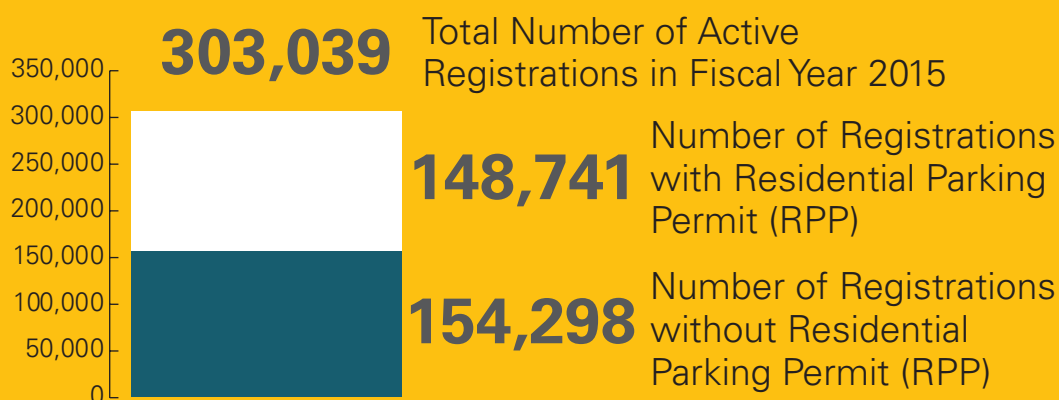10,159   2,554

Stop Signs

884   356
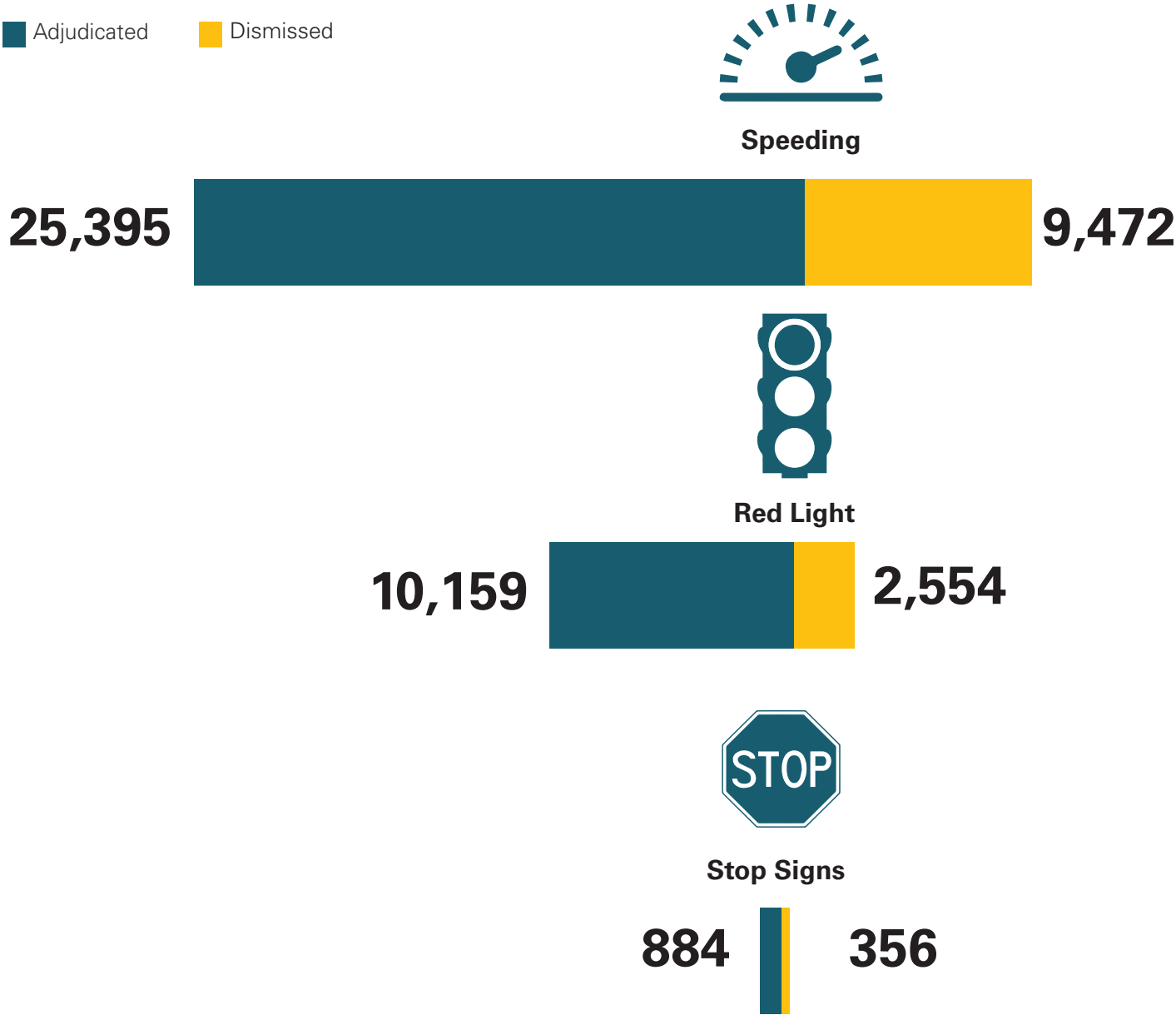
How did Vehicle Services make it easier, faster, and friendlier to do business with DC DMV?

We made it *easier* for disabled customers who often have difficulty visiting the service centers to obtain disability placards by implementing the online application.
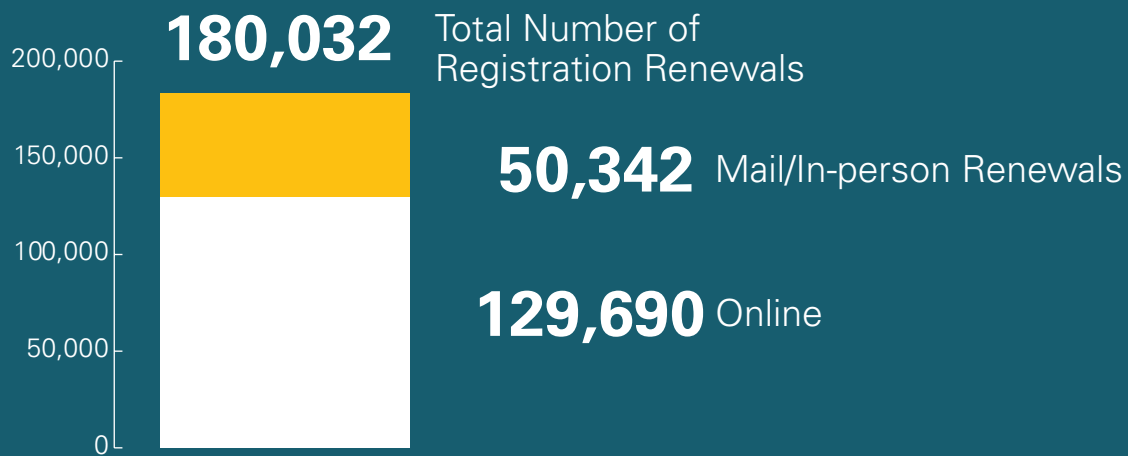
We made it *faster* for customers by implementing the Full Reciprocity Plan, which makes the International Registration Plan more efficient, equitable, and flexible by granting full reciprocity for all apportioned vehicles in jurisdictions that are members of the International Registration Plan.

We made it *friendlier* for customers by encouraging and motivating employees to provide excellent customer service through annual customer service training.

303,039 Total Number of Active Registrations in Fiscal Year 2015

148,741 Number of Registrations with Residential Parking Permit (RPP)

154,298 Number of Registrations without Residential Parking Permit (RPP)

180,032 Total Number of Registration Renewals

50,342 Mail/In-person Renewals

129,690 Online

200,000

150,000

100,000

50,000

0

How did Driver Services make it easier, faster, and friendlier to do business with DC DMV?

We made it *easier* for customers to find out the mailing status of their driver license. Residents can track the mailing status of their credential by using the agency's online mail status tracking tool.
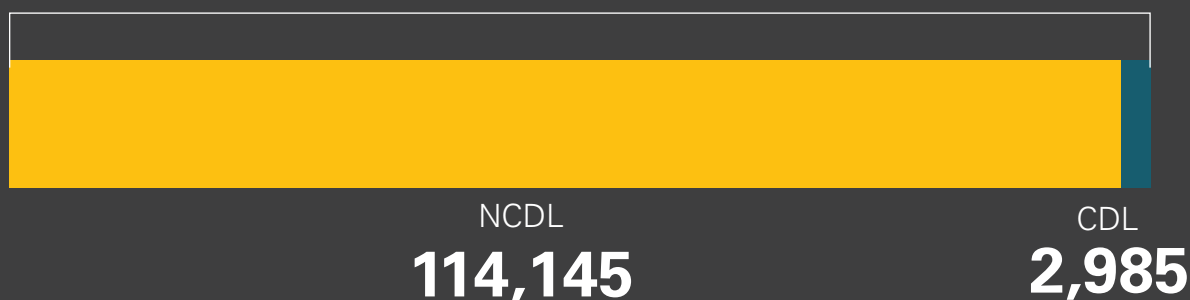
We made it *friendlier* by working collaboratively with the Federal Correctional Institute and the Mayor's Office of Returning Citizen Affairs to meet with residents who are returning citizens and assist them in clearing their driver record.

Our employees will meet with residents who are scheduled to be released within six months and provide them with guidance on how to address outstanding DC DMV issues.

We also made it *friendlier* by expanding the number of languages for the Knowledge Test. It is available in 15 different languages to meet the needs of the District's growing and changing demographics.
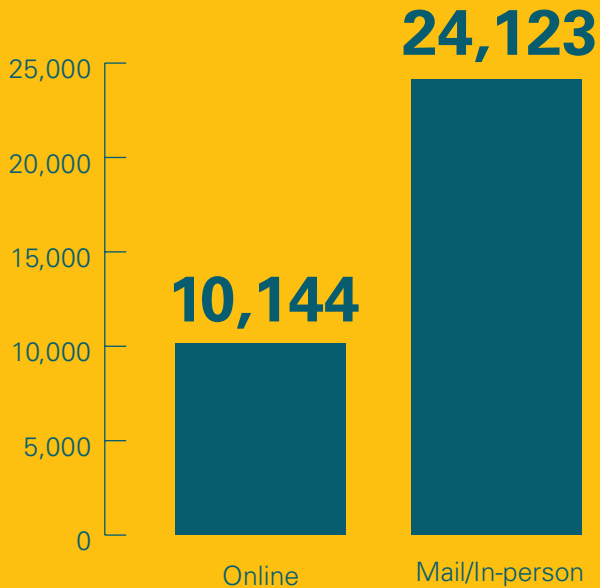
Total number of driver licenses issued

117,130

NCDL
114,145

CDL
2,985

Driving Record Requests

10,144 — Online
24,123 — Mail/In-person

25,000
20,000
15,000
10,000
5,000
0

Driver License Reinstatement

1,036 — Online
8,222 — Mail/In-person

10,000
8,000
6,000
4,000
2,000
0
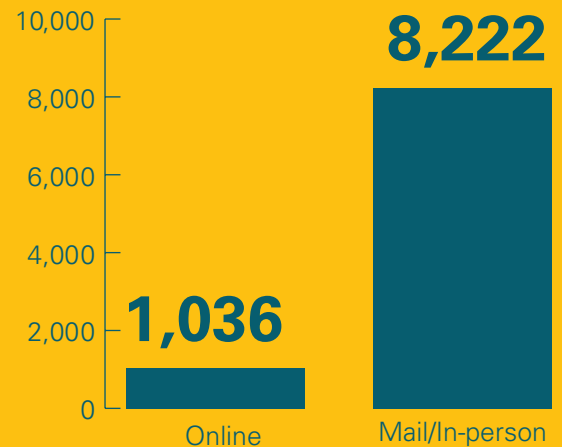
License Conversation – Where are you coming from?

Top 5 jurisdictions from where people are converting to a DC license

Jurisdiction	Value
Maryland	**59,309**
Virginia	**49,695**
California	**15,781**
New York	**13,955**
Pennsylvania	**9,842**

0   10,000   20,000   30,000   40,000   50,000   60,000

Road Tests Taken

3,724 **10,392**

253 **304**

CDL

NCDL

Knowledge Tests Taken

18,599 **17,565**

773 **1,329**

CDL

NCDL
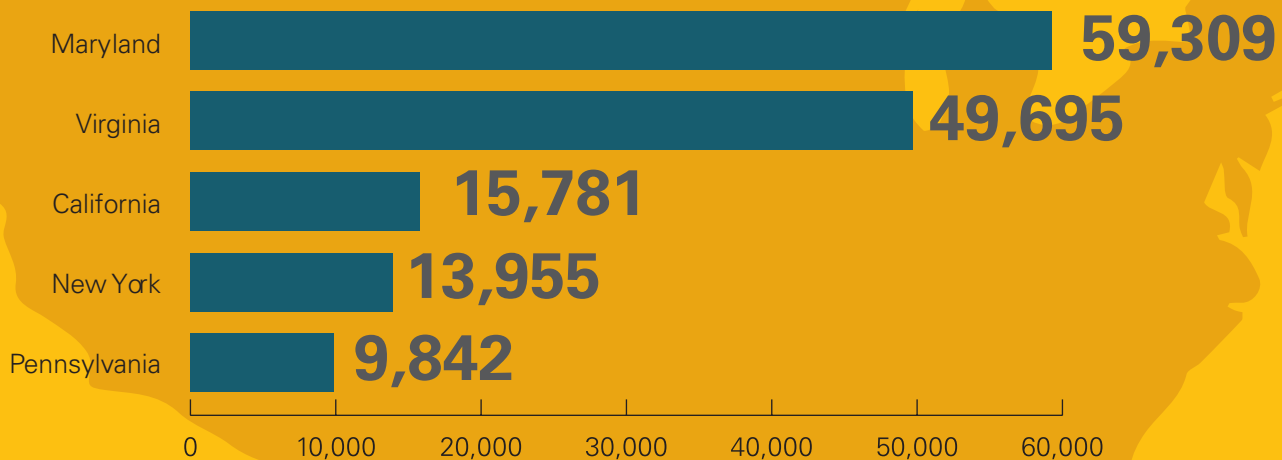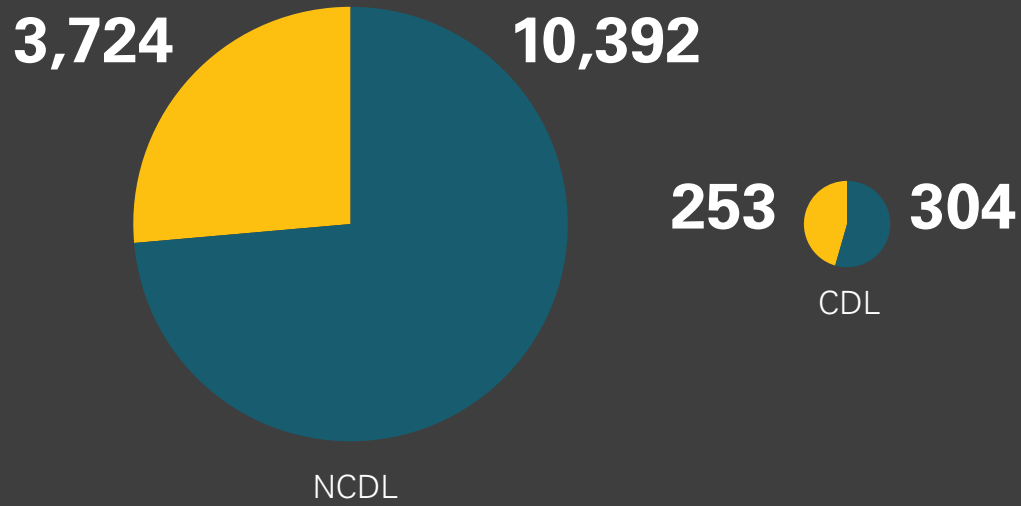
■ Pass ■ Fail

What else did we do to make it easier, faster, and friendlier to do business with DC DMV?

We made it *faster* for customers to obtain approximate wait times at the service centers by implementing online real time waiting area webcams that assist customers in avoiding peak times.
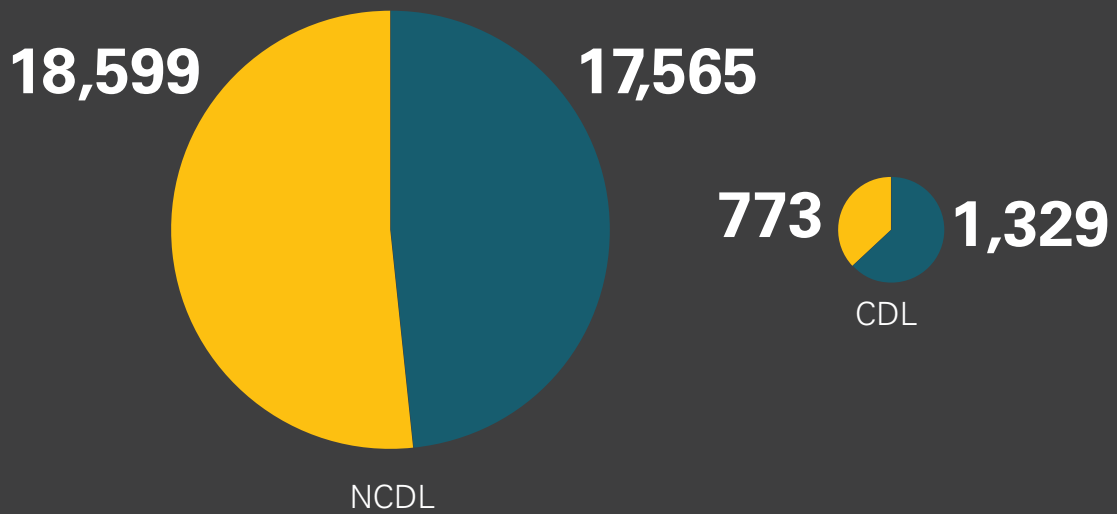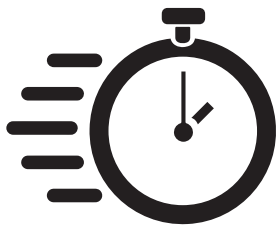
How is DC DMV going to serve its customers better in the future?

We will be opening a new service center in Southeast. Benning Ridge is expected to open in March 2016. It will be DC DMV's largest facility filled with more workstations, more seats, and advanced technology, enabling DC DMV to serve you *easier, faster,* and *friendlier.* With the opening of Benning Ridge, we will close our longtime service center - Penn Branch.

In Fiscal Year 2015, 401,570 people visited DC DMV's four service centers and Brentwood Road Test Office.

We made it *faster* by starting the process to update the Inspection Station. With more modern software and equipment available, the agency started the process to update the equipment, make improvements to the structure, and consolidate services.

Fiscal Year 2015 Customer Count by Location

Service Center	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015	Aug 2015	Sep 2015
Brentwood	3,818	2,881	3,328	3,483	2,994	3,438	4,309	3,066	2,711	2,887	2,161	2,639
Georgetown	6,326	5,398	5,187	5,972	4,436	5,391	6,652	5,361	6,477	8,469	7,787	7,835
Penn Branch	7,319	5,834	6,428	7,392	7,008	6,826	8,531	6,667	6,797	7,829	7,376	8,051
Rhode Island	8,868	7,600	7,252	8,011	7,535	7,901	9,000	6,971	7,440	11,343	10,256	11,680
Southwest	9,225	7,104	6,957	8,082	6,786	7,557	10,566	7,626	8,039	8,877	8,347	9,483
Inspection Station	15,551	12,932	14,756	14,225	12,683	16,600	17,437	16,815	16,295	17,745	16,526	16,108
Adjudication Services	12,352	9,399	9,519	9,495	7,874	11,124	10,427	10,383	11,971	12,336	11,387	11,197

FY 15 Total 716,707

How does DC DMV serve the larger Washington, DC community?

We support organ and tissue donation. In addition to asking residents if they want to be a donor and placing the symbol on their driver license or identification card, District of Columbia residents who would like to make a monetary donation to DonateLifeDC can do so with any online or in-person transaction in which the agency collects money.

Organ Donors Percentage on Active Drivers/ ID Card Holders by Age

Active licenses are those that were active, suspended, revoked, disqualified, or expired within the last 90 days from September 30, 2015. Active ID Cards are those that were active or expired within the last 90 days. Organ donors are customers who have opted for YES for the organ donor option.

Category	Age Group	Active Drivers	Organ Donors	%
Drivers		448,315	203,075	45.30%
	Age < 30 Years	111,139	54,275	48.84%
	Age 31 to 40 Years	129,319	70,779	54.73%
	Age 41 to 50 Years	72,685	33,103	45.54%
	Age 51 to 60 Years	57,977	21,161	36.50%
	Age 61 to 70 Years	45,369	15,619	34.43%
	Age 71 to 80 Years	21,930	6,369	29.04%
	Age 81 to 90 Years	8,478	1,565	18.46%
	Age over 90	1,418	204	14.39%
ID Cards		154,198	19,547	12.68%
	Age < 30 Years	47,153	6,254	13.26%
	Age 31 to 40 Years	24,219	4,648	19.19%
	Age 41 to 50 Years	20,926	3,056	14.60%
	Age 51 to 60 Years	25,373	2,719	10.72%
	Age 61 to 70 Years	16,211	1,415	8.73%
	Age 71 to 80 Years	9,654	790	8.18%
	Age 81 to 90 Years	7,246	475	6.56%
	Age over 90	3,412	190	13.92%
Total DL/ID		602,513	222,622	36.95%
	Age < 30 Years	158,292	60,529	38.24%
	Age 31 to 40 Years	153,538	75,427	49.13%
	Age 41 to 50 Years	93,611	36,159	38.63%
	Age 51 to 60 Years	83,350	23,880	28.65%
	Age 61 to 70 Years	61,580	17,034	27.66%
	Age 71 to 80 Years	31,584	7,159	22.67%
	Age 81 to 90 Years	15,724	20,40	12.97%
	Age over 90	4,830	394	8.16%

In the Community

We support our seniors. DC DMV engaged the District's older residents at the annual Senior Holiday Party held at the Armory. We handed out useful promotional items, including grocery bags, cups, mini notebooks, and pens. Then, we did it all over again at the Senior Health and Wellness Expo in the summer.

We support our veterans. For the first time, DC DMV participated in the Armed Forces Retired Home (AFRH) Health Expo. We thanked the veterans for their service to our country, answered their questions about REAL ID and the requirements for obtaining a driver license or identification card, and explained how to register a vehicle. DC DMV employees were honored to serve our veterans.

# How does DC DMV enable customers to visit us on their time?

If you haven't heard us say it before, we're saying it now – just for you – "Skip the Trip." DC DMV has more than 45 online services available, allowing you to conduct your DC DMV business on your time when it is convenient for you. By the end of Fiscal Year 2015, DC DMV had added seven more online services. The most used are:

• Request for Reconsideration
• Check Mailing Status of DL/ID
• Obtain Disability Placard
• Acquire ROSA (Registration of Out of State Automobile) Exemption
• Renew Vehicle Reciprocity

And, if you can't "Skip the Trip," then "Know Before You Go." Yes, we want you to get your Ducks in a Row before you visit any DC DMV location. Use our website at dmv.dc.gov to see what documents you need to complete your transaction in one visit.

Finally, if you still have a question, ask us via Twitter, Facebook, or email at dmv@dc.gov. We'll assist you with obtaining the information that you need to have an easier, faster, friendlier experience at the District of Columbia's Department of Motor Vehicles.
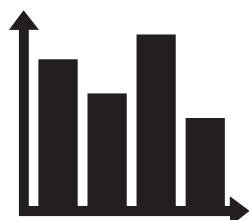
Financials

Official numbers are in the Fiscal Year 2015 CAFR, which is released by the Office of the Chief Financial Officer.

FY 2016 Proposed Full-Time Equivalents, by Revenue Type

Table KV0-2 contains the proposed FY 2016 FTE level compared to the FY 2015 approved FTE level by revenue type. It also provides FY 2013 and FY 2014 actual data.

Table KV0-2

Appropriated Fund	Actual FY 2013	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015	* Percent Change
General Fund						
Local Funds	150.4	194.4	222.0	223.0	1.0	0.5
Special Purpose Revenue Funds	40.9	36.4	45.0	45.0	0.0	0.0
Total for General Fund	**191.3**	**230.8**	**267.0**	**268.0**	**1.0**	**0.4**
Intra-District Funds						
Intra-District Funds	0.0	0.0	2.0	2.0	0.0	0.0
Total for Intra-District Funds	**0.0**	**0.0**	**2.0**	**2.0**	**0.0**	**0.0**
Total Proposed FTEs	**191.3**	**230.8**	**269.0**	**270**	**1.0**	**0.4**

* Percent change is based on whole dollars.

FY 2016 Proposed Operating Budget, by Comptroller Source Group

Table KVO-3 contains the proposed FY 2016 budget at the Comptroller Source Group (object class) level compared to the FY 2015 approved budget. It also provides FY 2013 and FY 2014 actual expenditures.

Table KV0-3
(dollars in thousands)

Comptroller Source Group	Actual FY 2013	Actual FY 2014	Approved FY 2015	Proposed FY 2016	Change from FY 2015	* Percent Change
11 - Regular Pay - Continuing Full Time	11,764	12,676	15,795	16,018	224	1.4
12 - Regular Pay - Other	366	111	260	268	8	2.9
13 - Additional Gross Pay	25	41	0	0	0	NA
14 - Fringe Benefits - Current Personal	3,037	3,121	3,868	4180	312	8.1
15 - Overtime Pay	389	363	125	125	0	0.0
Subtotal Personal Services (PS)	**15,581**	**16,312**	**20,048**	**20,591**	**543**	**2.7**
20 - Supplies and Materials	178	161	233	233	0	0.0
30 - Energy, Communication and Building Rentals	413	537	549	512	-37	-6.7
31 - Telephone, Telegraph, Telegram, Etc.	292	288	347	277	-70	-20.2
32 - Rentals - Land and Structures	467	1,017	1,012	438	-574	-56.7
34 - Security Services	1,353	22	1,423	1,353	-71	-5.0
35 - Occupancy Fixed Costs	0	0	78	0	-78	-100.0
40 - Other Services and Charges	6,389	6,322	5,712	5,448	-264	-4.6
41 - Contractual Services - Other	11,496	11,915	16,144	13,940	-2,204	-13.7
70 - Equipment and Equipment Rental	955	375	686	357	-329	-48.0
Subtotal Nonpersonal Services (NPS)	**21,542**	**20,636**	**26,183**	**22,557**	**-3627**	**-13.9**
Gross Funds	**37,122**	**36,948**	**46,231**	**43,148**	**-3,084**	**-6.7**

* Percent change is based on whole dollars.

DMV Locations

Adjudication Services
301 C Street, NW
Washington, DC 20001

Brentwood Road Test Office
1205 Brentwood Road, NE
Washington, DC 20018

Commercial Driver License Road Test Lot
2390 South Capitol Street, SE
Washington, DC 20032

Penn Branch Service Center
Penn Branch Shopping Center
3220 Pennsylvania Avenue, SE
Washington, DC 20019

Rhode Island Service Center
(Located in Rhode Island Row at the Corner of Rhode Island Ave., NE (Near CVS) and Washington Place, NE and closest to Rhode Island Metro)
2350 Washington Place, NE
Suite 112N
Washington, DC 20018

Southwest Service Center
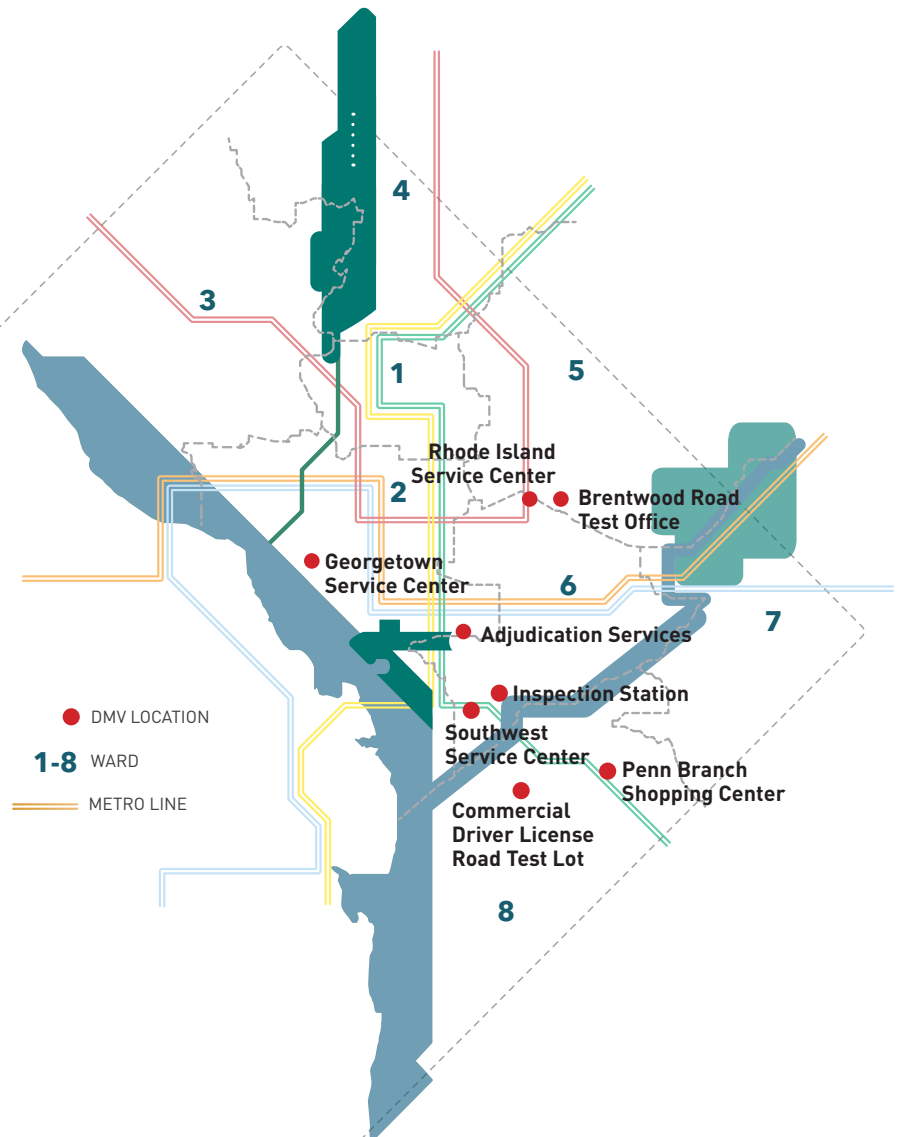95 M Street, SW
Washington, DC 20024

Georgetown Service Center
(Located in Georgetown Park Mall next to DSW)
3222 M Street, NW
Canal Level
Washington, DC 20007

Inspection Station
1001 Half Street, SW
Washington, DC 20024

Rhode Island
Service Center

Brentwood Road
Test Office

Georgetown
Service Center

Adjudication Services

Inspection Station

Southwest
Service Center

Penn Branch
Shopping Center

Commercial
Driver License
Road Test Lot

● DMV LOCATION

1-8 WARD

METRO LINE