

2012

ANNUAL REPORT



Assisting Drivers. Promoting Safety



DC DEPARTMENT OF MOTOR VEHICLES

Mission

The mission of the District of Columbia Department of Motor Vehicles (DC DMV) is to provide excellent customer service and to promote public safety by ensuring the safe operation of motor vehicles.



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MESSAGE

FROM THE DIRECTOR



Steadily, the District of Columbia population is increasing. As a result, DMV's customer base is growing and the agency is continuously striving to streamline services. DC DMV's Fiscal Year accomplishments include providing customers with a sample knowledge test online, enabling customers who have been involved in an accident to obtain insurance records online and issuing temporary hard tags. By offering customers more online services that give them access to information at their leisure and replacing paper tags with hard tags, DC DMV implemented initiatives to reduce the number of in-person visits to DC DMV.

Additionally, in Fiscal Year 2012, DC DMV completed its second Ticket Amnesty Program. Held 10 years after the first one, DC DMV collected \$5 million in overdue fines, more than doubling the \$2 million collected with the Ticket Amnesty Program a decade ago.

Inside this annual report, there is more information about the achievements of DC DMV's operational divisions: Adjudication, Vehicle and Driver Services. Please take a moment to read about the agency's Fiscal Year 2012 highlights and financial health.

Sincerely,

A handwritten signature in black ink that reads "Lucinda M. Babers".

Lucinda M. Babers
Director

OPERATIONAL DIVISIONS

Adjudication Services

To ensure legal decisions are rendered on parking, photo, and minor moving violations, this division collects ticket payments and allows for the contesting of tickets.

Vehicle Services

To ensure residents, businesses, and government agencies can legally park, drive, and sell their vehicles in the District of Columbia, this division inspects, titles, and registers vehicles.

Driver Services

To ensure residents can legally operate a vehicle in the District of Columbia, this division provides driver certification and identification services by validating identity, residency and driving qualifications.

ADJUDICATION SERVICES

In Fiscal Year 2012, DC DMV adjudicated 391,396 tickets from residents and non-residents. These tickets were reviewed by hearing examiners, who legally found a customer liable for the violation or dismissed the ticket. Of the nearly 400,000 parking, photo, and minor moving violations heard, drivers appealed 3,001 of them. Due to the increase in the number of appeals, the agency created a third Traffic Adjudication Appeals Board to reduce the appeal decision time from two years to approximately 15 months.

Another highlight in Fiscal Year 2012 was the Ticket Amnesty Program. While the program began on August 1, 2011 during the fourth quarter of Fiscal Year 2011, it ran until January 27, 2012. With the Ticket Amnesty Program, drivers who had unpaid tickets that were issued before January 1, 2010 could pay the initial fine amount with the penalty waived. Since penalties are assessed 30 days after the ticket remains unpaid, this program reduced the total final amount by a minimum of 50%. At the end of the program, DC DMV collected \$5,052,876 in outstanding ticket fines compared to the \$2,022,179 that was collected from the first Ticket Amnesty Program in Fiscal Years 2001 through 2002.

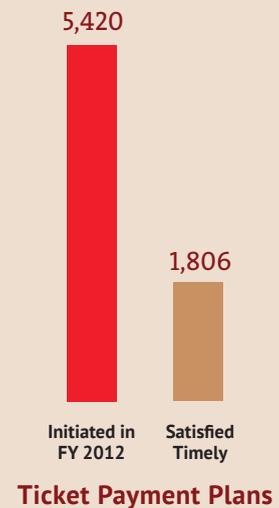
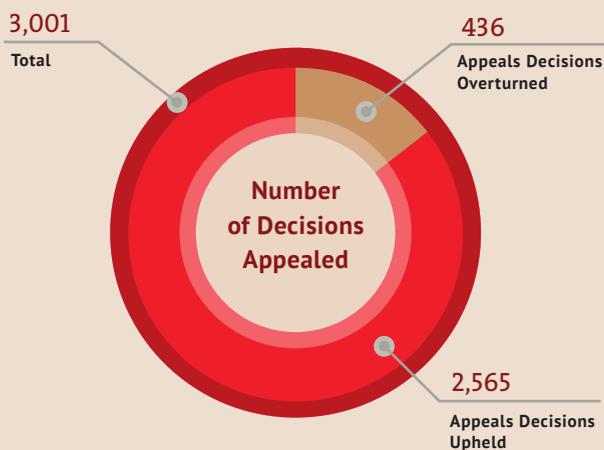
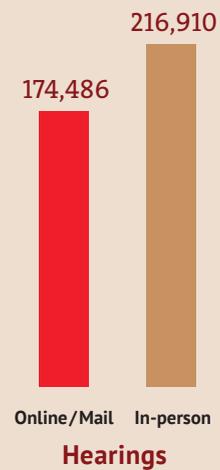
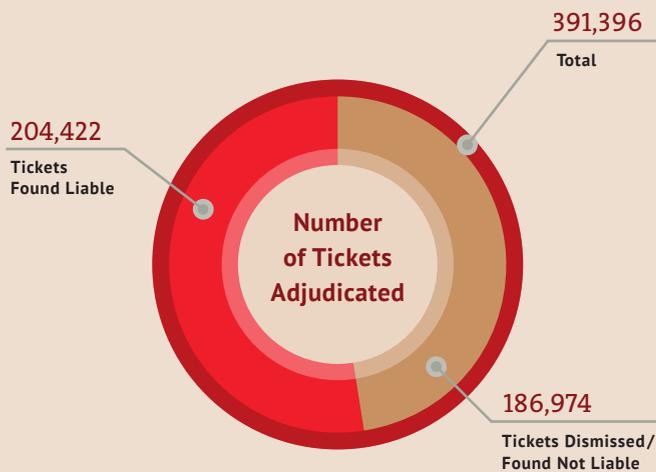
Adjudication Services

FY 2012

Revenue collection for Ticket Amnesty Program:

Fiscal Year 2011-2012 **\$5,052,876**

Fiscal Year 2001-2001 **\$2,022,179**



VEHICLE SERVICES

As of September 30, 2012, there were 284,905 active vehicle registrations in the District of Columbia. To help streamline the registration process, DC DMV began issuing temporary hard tags to District residents in May 2012. The hard tags are valid for 45 days, enabling drivers to get their vehicle inspected and then renew their registration online for one year or two years. By doing so, it eliminated a return trip to DC DMV, thereby reducing customer lines in the Service Centers. In addition, this process also reduced the number of paper tags issued by 40%, reduced fraud, and allowed DC DMV to collect excise tax upfront.

Earlier in Fiscal Year 2012, DC DMV implemented an online transaction whereby customers who have been in a traffic accident are able to obtain the insurance record of a District of Columbia tag number to assist them with filing an insurance claim. The Compulsory/No-Fault Motor Vehicle Insurance Act requires that every person applying for registration in DC have valid DC vehicle insurance and maintain insurance as long as the vehicle is registered. If applying for a reciprocity sticker, the vehicle owner is required to maintain valid insurance in the state where the vehicle is registered. DC DMV provides requesters with the most up-to-date insurance information on file.

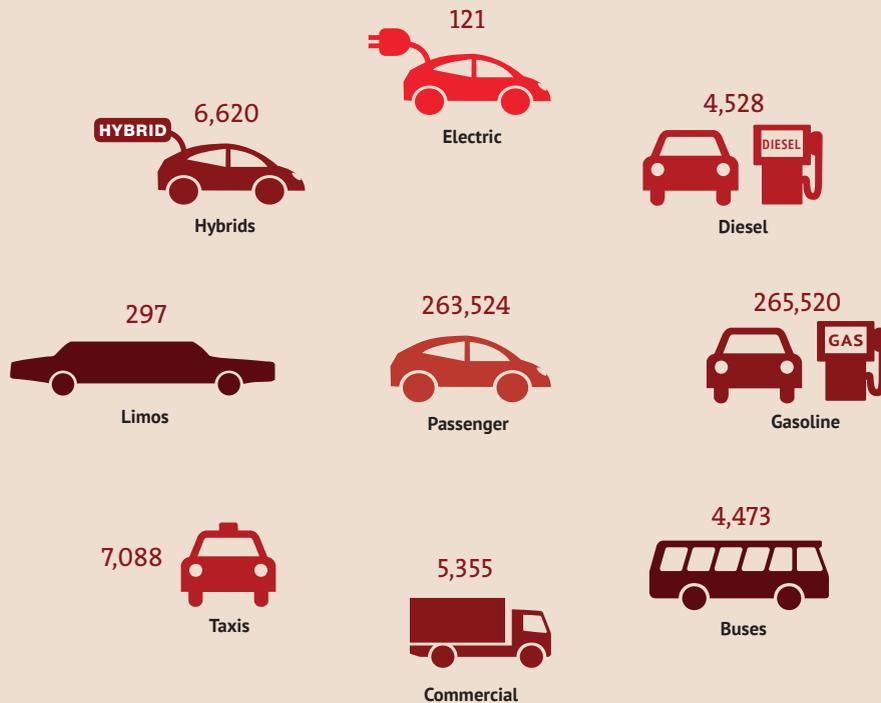
Vehicle Services

FY 2012

Number of active vehicle registrations as of September 30, 2012



As of September 30, 2012 classifications of all registered vehicles, including, but not limited to:



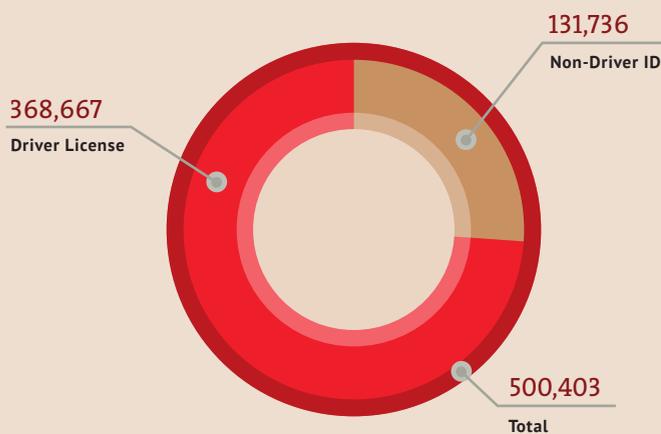
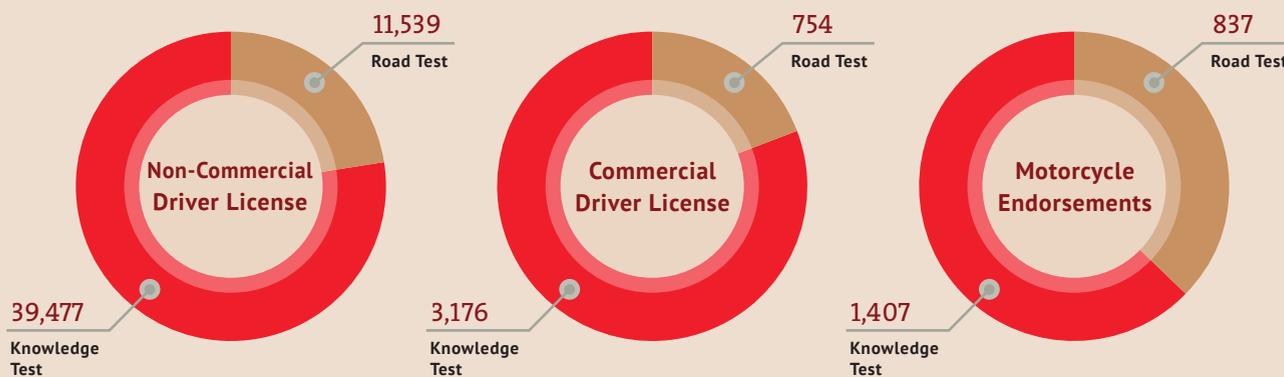
DRIVER SERVICES

Studying for the knowledge test is critical to passing it and becoming a driver who operates a motor vehicle safely in the District of Columbia. The knowledge test makes sure drivers are well-informed about traffic laws, road signs and driver safety rules. To help potential drivers prepare for the exam, DC DMV made a sample knowledge test available online. Now, individuals can take a practice exam to determine how ready they are to take the actual test.

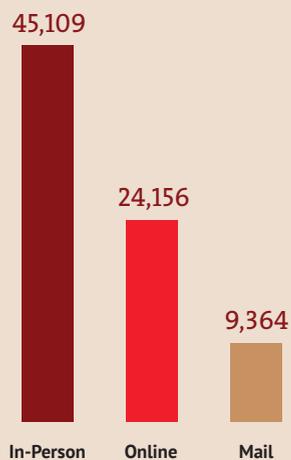
Also in Fiscal Year 2012, DC DMV implemented the second phase of its One Stop initiative. Designed to improve customer service, DC DMV began offering specialized services at every Service Center. For example, taxi and limo drivers now have the option to register their vehicles at the Service Center of their choosing, instead of one specific location, making it possible for them to choose the one most convenient for them.

Total number of Knowledge Tests and Road Tests

As of September 30, 2012

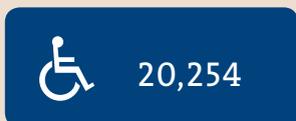


Active Driver Licenses and Non-Driver IDs



Driver License and Non-Driver ID renewals

Disability Placards Issued



Operating Budget

Description	Actual FY 2010	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014
Operating Budget	\$40,474,788	\$39,700,920	\$42,418,794	\$37,423,372	\$42,824,607
FTEs	247.6	225.8	216.1	223.0	259.0

Summary of Services

DMV provides services to 500,403 licensed drivers and identification card holders and 284,905 registered vehicles at three service centers. DMV conducts adjudication services and collects ticket payments for more than 2.5 million tickets each year and also conducts 184,436 annual vehicle inspections. Combining these services into a customer centered, mission-driven organization is the responsibility of the Agency Management Division. Department performance expectations in FY 2012 and FY 2013 are listed by functional division.

Gross Funds Operating Budget — by Revenue Type

Dollars in Thousands

Appropriated Fund	Actual FY 2010	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014
General Fund					
Local Funds	26,630	23,831	28,522	24,330	27,153
Special Purpose Revenue Funds	9,606	11,035	6,965	9,731	9,450
Total for General Fund	36,235	34,866	35,487	34,060	36,603
Federal Resources					
Federal Grant Funds	154	508	470	0	0
Total for Federal Resources	154	508	470	0	0
Intra-District Funds					
Intra-District Funds	4,086	4,327	6,462	3,363	6,222
Total Intra-District Funds	4,086	4,327	6,462	3,363	6,222
Gross Funds	40,475	39,701	42,419	37,423	42,825

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue Type and Intra-District agreement, please refer to Schedule 80 Agency Summary by Revenue Source in the FY2014 Operating Appendices located on the Office of the Chief Financial Officer's website.

Full-Time Equivalents — by Revenue Type

Appropriated Fund	Actual FY 2010	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014
General Fund					
Local Funds	196.5	181.3	172.4	177.0	212.0
Special Purpose Revenue Funds	51.1	44.5	43.8	46.0	45.0
Total for General Fund	247.6	225.8	216.1	223.0	257.0
Intra-District Funds					
Intra-District Funds	0.0	0.0	0.0	0.0	2.0
Total Intra-District Funds	0.0	0.0	0.0	0.0	2.0
Total FTEs	247.6	225.8	216.1	223.0	259.0

Operating Budget — by Comptroller Source Group

Dollars in Thousands

Comptroller Source Group	Actual FY 2010	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014
11- Regular Pay – Continuing Full Time	12,129	11,763	11,994	12,694	13,823
12- Regular Pay – Other	403	417	428	441	574
13- Additional Gross Pay	237	7	32	0	0
14- Fringe Benefits	2,883	2,818	3,005	3,446	3,968
15- Overtime Pay	206	141	330	50	50
Subtotal Personal Services (PS)	15,858	15,146	15,790	16,631	18,416
20- Supplies and Materials	211	168	183	198	168
30- Energy, Comm. and Building Rentals	594	497	469	512	549
31- Telephone, Telegraph, Telegram, etc.	287	292	339	325	401
32- Rentals – Land and Structures	575	438	315	438	1012
33- Janitorial Services	227	117	93	0	0
34- Security Services	1,488	1,353	1,257	1,353	1,423
35- Occupancy Fixed Costs	98	0	0	0	78
40- Other Services and Charges	3,438	3,645	3,487	5,143	5,381
41- Contractual Services – Other	17,282	17,660	19,998	12,521	15,125
70- Equipment and Equipment Rental	417	384	489	303	272
Subtotal Nonpersonal Services (NPS)	24,617	24,554	26,629	20,792	24,409
Gross Funds	40,475	39,701	42,419	37,423	42,825

Ticket Collection — Total revenue by photo enforcement / parking / minor moving violation

Ticket Type	Sum of Payments
Parking	\$ 91,836,015
Moving	\$ 9,958,614
Photo	\$ 90,695,386
Total	\$ 192,490,015

DONATE LIFE

Thousands of District of Columbia residents are on a transplant list waiting for an organ donation that can save their lives. When obtaining a driver license or non-driver identification card, a customer can elect to become an organ donor by registering with Donate Life DC, a nonprofit Organ and Tissue Donor Registry dedicated to Washingtonians who are waiting for an organ transplant. For those who decide to become organ donors, their license and identification card has a heart on it, symbolizing their organ donor status. Are you interested? Contact Donate Life DC at DonateLifeDC.org.



DMV LOCATIONS

» Adjudication Services

301 C Street, NW
Washington, DC 20001

» Brentwood CDL Center

1205 Brentwood Road, NE
Washington, DC 20018

» Brentwood Road Test Office

1205 Brentwood Road, NE
Washington, DC 20018

» CDL 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

2350 Washington Place, NE
Suite 112N
Washington, DC 20018

*Located in Rhode Island Row at the
Corner of Rhode Island Ave., NE and
Washington Place, NE (Near CVS)*

» Southwest Service Center

95 M Street, SW
Washington, DC 20024

» Inspection Station

1001 Half Street, SW
Washington, DC 20024

DC Department of Motor Vehicles

Lucinda M. Babers, *Director*

PHONE 311 or 202-737-4404

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| WEBSITE dmv.dc.gov

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