

**THE DEPARTMENT OF MOTOR VEHICLES  
AGENCY PERFORMANCE OVERSIGHT HEARING  
ON FISCAL YEAR 2008 – 2009 BUDGETS**



**Testimony of  
Lucinda Babers, Director  
Department of Motor Vehicles**

**Before the  
Committee on Public Works and Transportation  
Jim Graham, Chairperson**

**Wednesday, March 4, 2009  
4:00 pm – Room 120  
The Wilson Building  
Washington, DC**

Good Afternoon, Chairperson Graham, members of the Committee and Council, and your staffs. My name is Lucinda Babers, and I am the Director of the District's Department of Motor Vehicles.

Prior to sharing the major FY08/09 DMV accomplishments, I would like to thank our customers, our employees and this Committee and the rest of the Council for all of your support. We often rely on all of you to provide the necessary feedback that guides our decisions for service improvements. I also must extend a special thanks to the men and women in the department whose dedication and efforts make it possible for us to service the needs of the District. As I always say, I am truly humbled to be able to call such dedicated individuals my "co-workers" and thank them for all they do for Team DMV.

We provide service to approximately 479,000 licensed drivers/identification card holders and 276,000 registered vehicles at four service centers. We conduct the adjudication services and collect ticket payments for more than 2.2 million tickets each year. We also conduct over 214,000 annual vehicle inspections. DMV interacts with DC residents more than almost any other government agency.

During Fiscal Year 2008 and the first quarter Fiscal Year 2009, we continued our efforts to implement our strategic plan of streamlining and improving service delivery. Following are the highlights of our past year – some are completed – others are in progress. However, they are all necessary in ensuring we have the components in place to meet regulatory requirements, while providing service excellence.

A large part of FY08 was spent implementing regulatory changes such as increasing the driver's license fee from \$39 to \$44, increasing the inspection fee from \$25 to \$35, expanding the new vehicle inspection exemption from 2 to 4 years and increasing the expiration period of credentials from 5 to 8 years.

We also made several online enhancements such as offering customers the ability to schedule minor moving violation hearings online and making online payments on their six-month ticket payment plans. Additionally, we now allow for last minute online driver's license, identification card and registration renewals by permitting customers to use a computer printout for 45 days until they receive their credential in the mail. Our latest online enhancement was rolled out on January 12<sup>th</sup> which uses our database of e-mail addresses to send e-mail notifications for credential, inspection and registration renewals. These online enhancements are decreasing in-person volume at our facilities; thereby allowing capacity for those customers who truly must visit us in person to complete their transactions.

We also introduced a new online trip permit process that provides apportioned vehicles which infrequently travel through the District with the ability to obtain the necessary permit. This mainly impacts chartered buses which have the ability to obtain the trip permit by mail, in-person or online.

For FY08, we had several major goals in our agency performance plan. We revamped our website to provide enhanced customer information such as identity theft, lemon law and tips for buying and selling a vehicle. We are also continuing to lay the groundwork, such as imaging breeder documents and taking photos prior to processing credentials, to implement REAL ID, in the event the District's stakeholders choose to move forward on the Act.

In accordance with our FY08 plan, we converted our Georgetown Service Center to Saturday hours, created additional public service announcements for our service centers, implemented a customer satisfaction survey and developed an auditing process for our registration and licensing transactions. Unfortunately, budgetary cuts have put our project to offer SmarTrips in our credentials on hold.

On February 2, 2009, we relocated our driver improvement function from C Street, our adjudication facility, to our Penn Branch Service Center, which have driver services operations. Due to the inadequate size of our Brentwood Service Center, we're also continuing to work with the Office of Property Management to relocate this facility.

Our Southwest Inspection Station continued to service the District with minimal long lines. As I've previously testified, this has resulted in the Administration's decision not to complete the construction of the Northeast Inspection Station. We also introduced inspection appointments to better utilize staffing during non-peak hours. The District Department of the Environment, as the District's air quality regulatory agency, has submitted recommendations to the Administration related to the implications of decentralizing the vehicle emissions program.

Additional projects we're working on include implementing a customer account for tickets, an insurance verification system and a knowledge testing system. These computer based systems will continue to streamline operations and enhance customer's DMV experience.

Although we have made major improvements during the past year, we are well aware that much more is needed...and yes, we have embraced the challenge. Again, we appreciate the support we've received from the Council and look forward to continuing our efforts to improve the quality of service to the residents of the District of Columbia. We're happy to respond to any questions you may have.

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