

**THE DEPARTMENT OF MOTOR VEHICLES
FY2010 BUDGET HEARING**



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

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

**Friday, March 27, 2009
10:00 am – Room 500
The Wilson Building
Washington, DC**

Good Morning, 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. Today I am here to share information related to the Mayor's FY10 proposed budget for the Department of Motor Vehicles. I am joined by DMV's Agency Fiscal Officer, Kimberly Holloway.

Prior to all of my hearings, I like to extend a special thanks to the men and women in the department whose dedication and efforts make it possible for us to service the customers of the District. I am delighted to call such dedicated individuals my "co-workers" and thank them for allowing me to be a part of Team DMV.

The FY10 proposed budget continues to support our Department's mission to provide excellent customer service and to promote public safety by ensuring the safe operation of motor vehicles. DMV provides 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 has eight programs comprising our FY10 proposed budget of \$44.9M. This represents a 1.9% decrease over the FY09 budget. The FY10 proposed budget also reflects a 10.5% decrease in FTEs for a total of 263.5. The DMV's proposed FY10 \$44.9M budget is composed of the following fund amounts: \$28.3M in local funds which include 202.5 FTEs, \$13.9M in special purpose revenue funds which include 61 FTEs and \$2.7M in Intra-District funds.

In FY10, we are eliminating our Business Services Program, and redistributing the functions and funds to other programs such as Driver Services and Vehicle Services. This redistribution has no direct impact on these business functions which include the International Registration Program, Commercial Driver License function and the management of taxis, limos and dealers. This realignment was an accounting

change to reflect how we currently run operations. We'll now take a look at the policy enhancements and legislative initiatives which drive the major changes in our FY10 budget.

The FY10 proposed budget includes two major policy initiatives. The first initiative is the elimination of in-person registration renewals, similar to Rhode Island. We currently process approximately 150,000 vehicle registrations annually, with 60% of those transactions being conducted in-person. However, with the availability of online and mail services, it is not necessary for customers to conduct this transaction in person. This initiative, which will decrease service center volume by approximately 13%, leads to our second initiative to close the Brentwood Service Center located at 1233 Brentwood Avenue, NE. With Brentwood being the smallest, least ideal facility, we had been looking to relocate the facility. However, the registration renewal initiative allows us to streamline operations while maintaining customer service. The Brentwood commercial driver's license office and the road test function would be relocated into an expansion of the Penn Branch Service Center.

The FY10 proposed Budget Support Act also includes two subtitles directly related to DMV. The first subtitle allows DMV to use the Driver Education Funds for other DMV budgetary needs. Therefore, due to budget constraints in FY10, DMV proposes using \$1.4M in Driver Education Funds for other DMV needs, such as license tags. The other part of this subtitle would change the commercial fleet program by adopting a model similar to that used in San Francisco wherein participants agree to waive adjudication. This change would result in the elimination of two mail adjudication positions that primarily adjudicate tickets received by fleet companies.

The second DMV related subtitle eliminates the safety inspection for all vehicles except vehicles for hire, non-WMATA buses and commercial vehicles. Since there is no data to support conducting safety inspections, this change would not adversely impact customer safety. Although biannual emission inspections would still be required by all DMV registered vehicles and safety inspections would still be required

by for hire, non-WMATA and commercial vehicles, it would eliminate the current inconveniences customers experience when they have to come back to the inspection station due to failing the safety inspection. Currently, 16 jurisdictions require safety inspections for all vehicles. Eliminating safety inspections allows DMV to reduce eight motor vehicle inspection positions by closing inspection lanes.

The FY10 budget also contains all of the costs to support the licensing and registration computer system. In the past, some of this cost has been in the Office of the Chief Technology Officer's budget. Therefore, in FY10, \$1.6M for staffing and contracting support and \$1.1M for mainframe support was added to DMV's budget.

We appreciate the support we've received from the Council, and particularly from this Committee under your leadership. We look forward to continuing our efforts to effectively and efficiently utilize the taxpayer's money to improve the quality of service to the District of Columbia. We're glad to respond to any questions you may have.

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