DC DMV
DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES
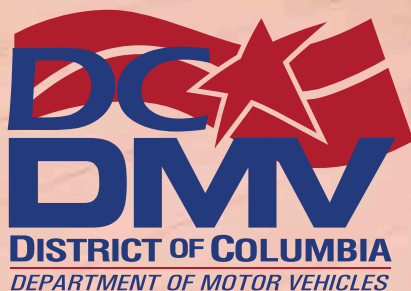
2014 ANNUAL REPORT

DC DEPARTMENT OF MOTOR VEHICLES

Promoting Safety.
Securing Identity.

MISSION STATEMENT

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

FY 2014 Annual Report | Table of Contents

DIRECTOR'S MESSAGE

The DC Department of Motor Vehicles (DC DMV) works to drive the District forward by fulfilling its mission to promote public safety by ensuring the safe operation of motor vehicles, enabling District of Columbia residents to operate motor vehicles in the city and beyond.

DC DMV began Fiscal Year 2014 by implementing a central issuance process and redesigning its driver licenses and identification cards to include more security features. Effective November 26, 2013, DC DMV started mailing credentials to District of Columbia residents instead of issuing them over-the-counter. At the time of service, customers receive a temporary paper credential with their picture, and the permanent credential arrives in the mail approximately two weeks later. Both of these changes are motor vehicle industry best practices.

In April 2014, DC DMV opened the Georgetown Service Center. Located in the Shops at Georgetown Park, the new service center is in the same mall, but in a different space than the original Georgetown Service Center that closed in 2012. With the re-opening of this DC DMV facility, there is a service center located in every quadrant of the city, making DC DMV more convenient for all District residents whose transactions require an in-person visit.

One of the major undertakings of Fiscal Year 2014 was the implementation of the REAL ID Federal security standards. On May 1, 2014, DC DMV began issuing driver licenses and identification cards that comply with the requirements of the REAL ID Act of 2005. With this change, DC DMV is required to revalidate source documents, so residents who need to renew or obtain a duplicate credential must do so at a service center. A REAL ID credential is identified by the black star in the top, right corner.

Additionally, DC DMV also began issuing Limited Purpose driver licenses and identification cards on May 1, 2014. Anyone who has been a District resident for at least six months and is unable or ineligible to obtain a Social Security number may be able to apply for a Limited Purpose credential, which is marked "not valid for official federal purposes."

DC DMV continually strives to provide its customers with useful online services, and in Fiscal Year 2014, the agency added two more online services: applying for Registration of Out-of-State Automobiles (ROSA) and renewing vehicle registration reciprocity.

DC DMV had many achievements in Fiscal Year 2014. At your leisure, please read this annual report, which highlights the agency's accomplishments and details its financial health.

Lucinda M. Babers, *DC DMV Director*

OPERATIONAL DIVISIONS

Adjudication Services provides ticket processing, noticing, hearing, and hearing support services to residents and non-residents to render legally sound decisions on parking, photo enforcement, and moving violations, as well as ensure the proper processing of violations and payments for those infractions.

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.

Driver Services provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency, and driving qualification, so they may legally operate their vehicles.

DC DMV encourages its customers to "Skip the Trip" and use the agency's online and mail services to conduct their transactions.
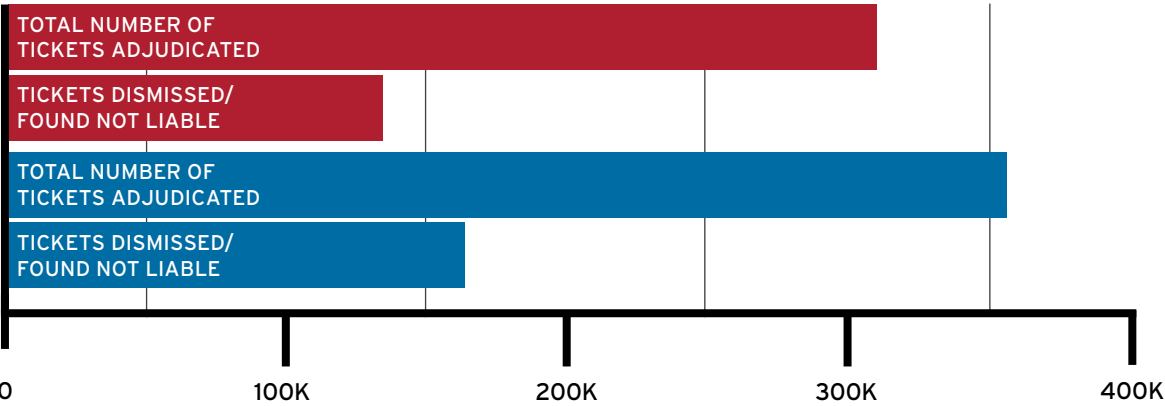
Customers can submit their request for adjudication online, upload supporting documentation, and receive an email ticket alert that a decision has been rendered – all without making an in-person visit.

DC DMV also implemented new procedures to communicate the status of tickets to customers facing bankruptcy, ensuring that the agency is in compliance with the Federal bankruptcy code requirements. Under existing bankruptcy laws, municipal ticket fines are not dismissed. Rather, during the bankruptcy, the outstanding tickets are placed on hold and customers may continue to receive DC DMV services. However, once the bankruptcy is discharged, the ticket fines are due and the agency notifies the customer that the citations are no longer on hold.
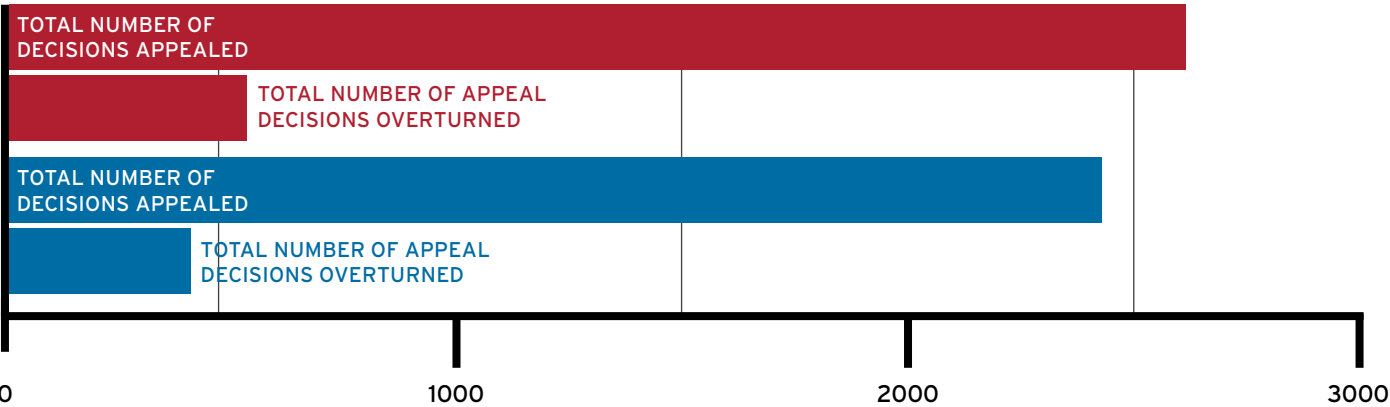
Additionally, in Fiscal Year 2014, DC DMV held a joint live web chat with its sister agencies – DC Department of Public Works (DPW) and DC Department of Transportation (DDOT) – as part of an effort to educate the public about the roles and responsibilities of each agency. For example, adjudication of tickets is under the purview of DC DMV, while DPW and DDOT are parking enforcement agencies that issue tickets. DDOT also regulates parking as it relates to signage, meters, and residential parking permits (RPP). The live web chat enabled the public to have their questions about adjudication, parking, and signage answered from the agency which manages that function, providing customers with the opportunity to understand the individual services provided by DMV, DPW, and DDOT.
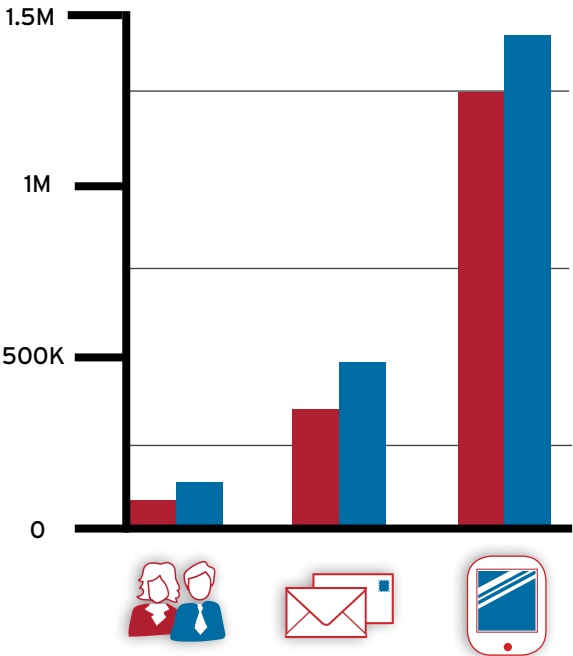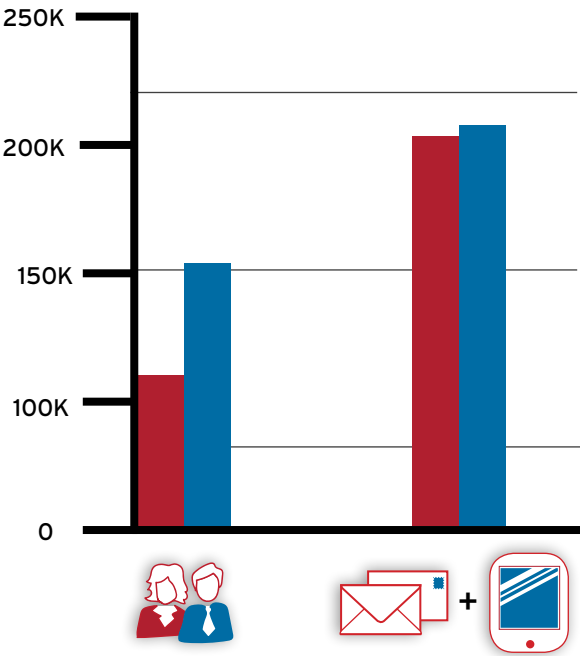
TICKETS ADJUDICATED

TOTAL NUMBER OF
TICKETS ADJUDICATED

TICKETS DISMISSED/
FOUND NOT LIABLE

TOTAL NUMBER OF
TICKETS ADJUDICATED

TICKETS DISMISSED/
FOUND NOT LIABLE

0   100K   200K   300K   400K

DECISIONS APPEALED

TOTAL NUMBER OF
DECISIONS APPEALED

TOTAL NUMBER OF APPEAL
DECISIONS OVERTURNED

TOTAL NUMBER OF
DECISIONS APPEALED

TOTAL NUMBER OF APPEAL
DECISIONS OVERTURNED

0   1000   2000   3000

NUMBER OF
TICKETS PAID

1.5M

1M

500K

0

TOTAL NUMBER
OF HEARINGS

250K

200K

150K

100K

0

VEHICLE SERVICES

To make it easier for customers to renew their vehicle reciprocity permits, DC DMV began providing an online option for this service in Fiscal Year 2014, enabling more people to "Skip the Trip."

The reciprocity permit program assists people who reside in the District part-time; therefore, they need to be able to park their vehicles in the District, which they can do by obtaining a reciprocity permit, which is available to:

- Full-time students attending a college or university in the District of Columbia
- Members of Congress or personal staff of members of Congress
- Presidential appointees
- US military personnel on active duty
- Temporary DC residents
- Diplomats
- Part-time District residents
- District residents with take-home company vehicle

Also in Fiscal Year 2014, DC DMV added another online service to allow non-District of Columbia residents to apply for the Registration of Out-of-State Automobiles (ROSA) program online. With ROSA, people who regularly visit the District overnight may register their vehicle with DC DMV. By doing so, they may receive the ROSA exemption, which allows them to park overnight. ROSA is valid for one year and vehicle owners may apply after they have received a ROSA warning. DC DMV began offering the online registration at the end of September 2014.

With these new online services, DC DMV continues to improve on its efforts to make it more convenient for customers to interact with the agency in a manner that is convenient for them – building on the agency's message to "Visit Us on Your Schedule."
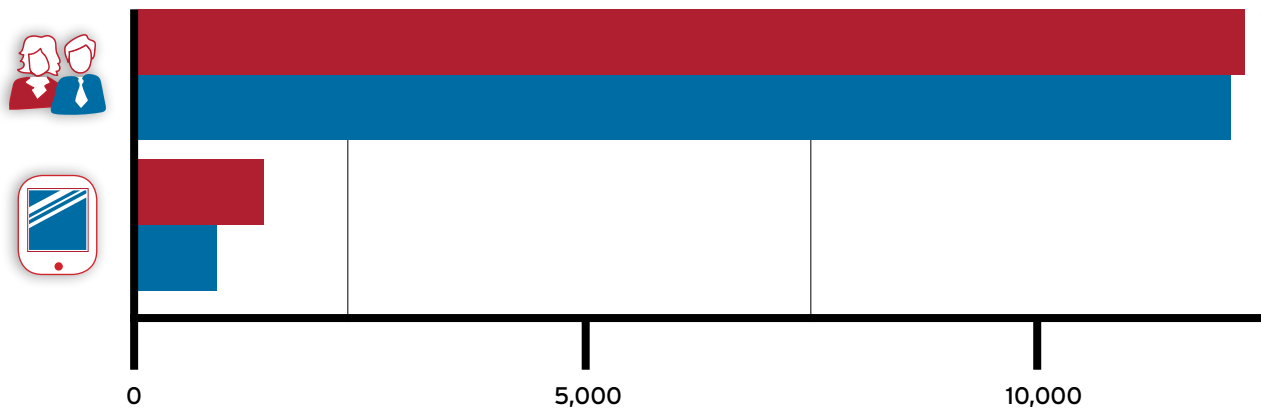
Under Vehicle Services, the agency also created an in-house, online system to partner with new car dealerships and enable dealers to title and register new vehicles for their customers. This process streamlines DC DMV operations and will be fully implemented in the upcoming fiscal year.
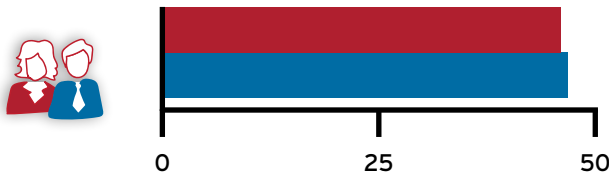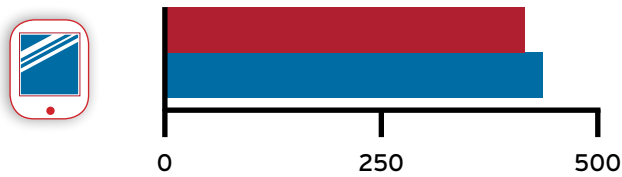
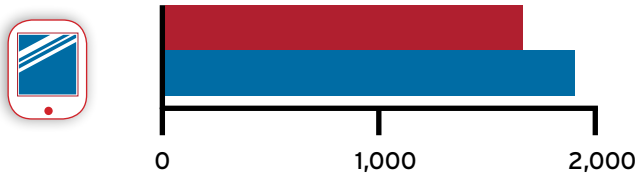## REGISTRATION REPLACEMENT
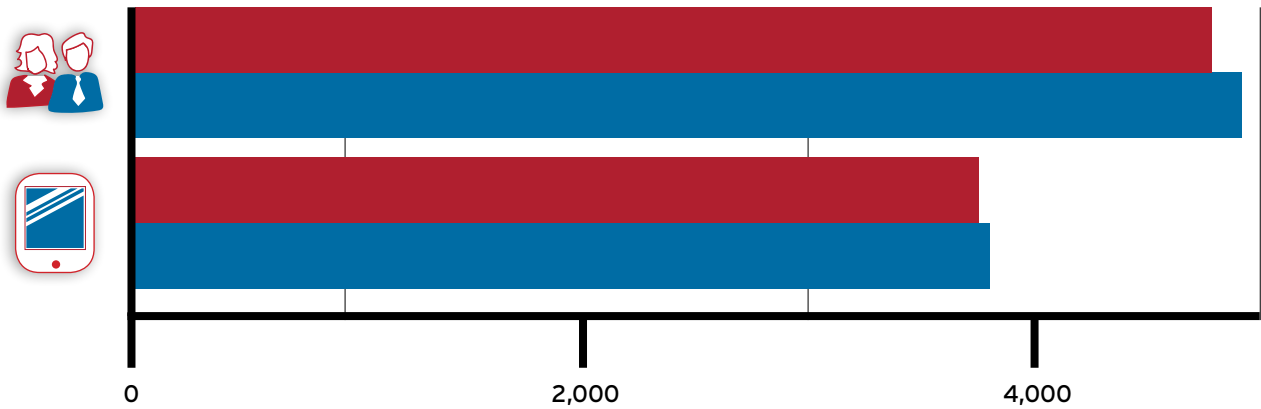
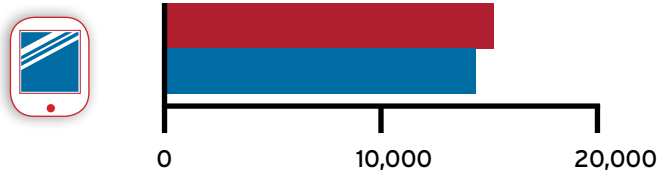## DUPLICATE TITLE REQUEST

PERSONALIZED TAG REQUEST

TRACK PERSONALIZED TAG ORDER

RESIDENTIAL PARKING PERMIT (RPP) REQUEST

ONLINE TAG CANCELLATION

DRIVER SERVICES

Customer service is important to DC DMV. During Fiscal Year 2014, the agency consistently received high grades from customers on **grade.dc.gov.** Annually, DC DMV provides customer service training to its frontline staff, along with training in fraud detection, technology, and motor vehicle policies and regulations. These trainings enable employees who interact with the public to better serve District residents.

One major training in Fiscal Year 2014 supported the implementation of issuing REAL ID compliant and Limited Purpose credentials. The source documents required to obtain a DC REAL ID compliant driver license or identification card changed on May 1, 2014. DC DMV employees benefitted from a dynamic training to learn about and identify the documents that the agency will accept as proof of identity, proof of Social Security number, and proof of DC residency based on the Federal security standards.

With the Limited Purpose credentials, DC DMV employees also had to be aware of documentation from foreign countries for identity, as well as

acceptable documentation that residents can use to show proof that they have been residing in the District for at least six months.

DC DMV began issuing REAL ID and Limited Purpose credentials simultaneously; therefore, the trainings for both of the programs took place at the same time. With four service centers throughout the city, DC DMV held several training sessions to ensure that employees received the information that they needed, while continuing to provide quality customer service at all agency facilities.
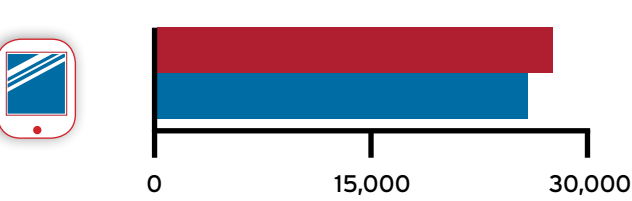
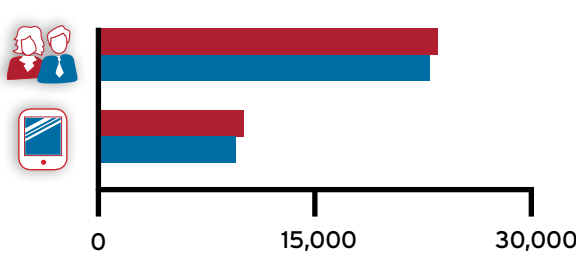**11**

DL AND ID RENEWALS
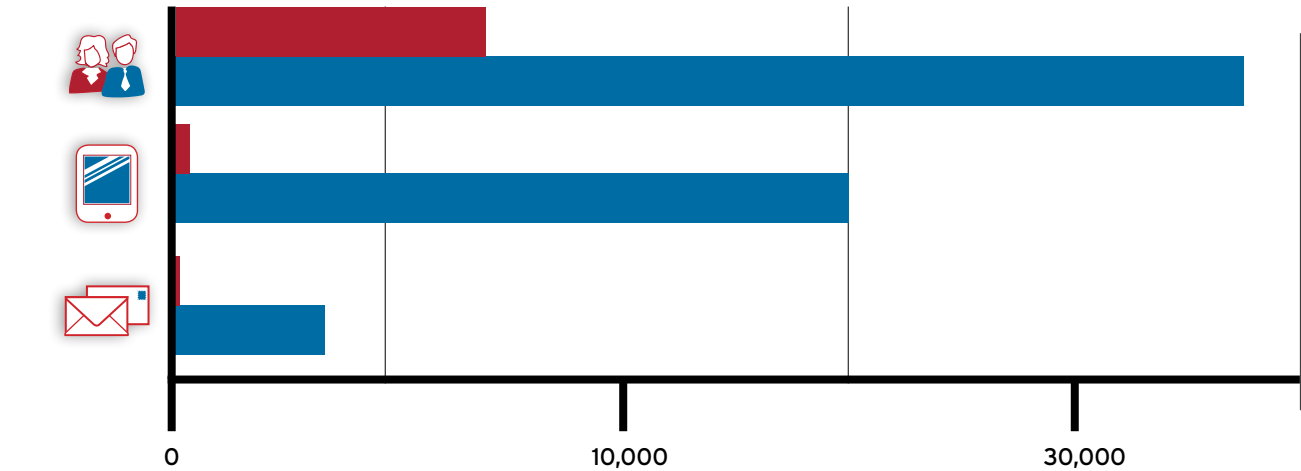
DL AND ID REPLACEMENTS
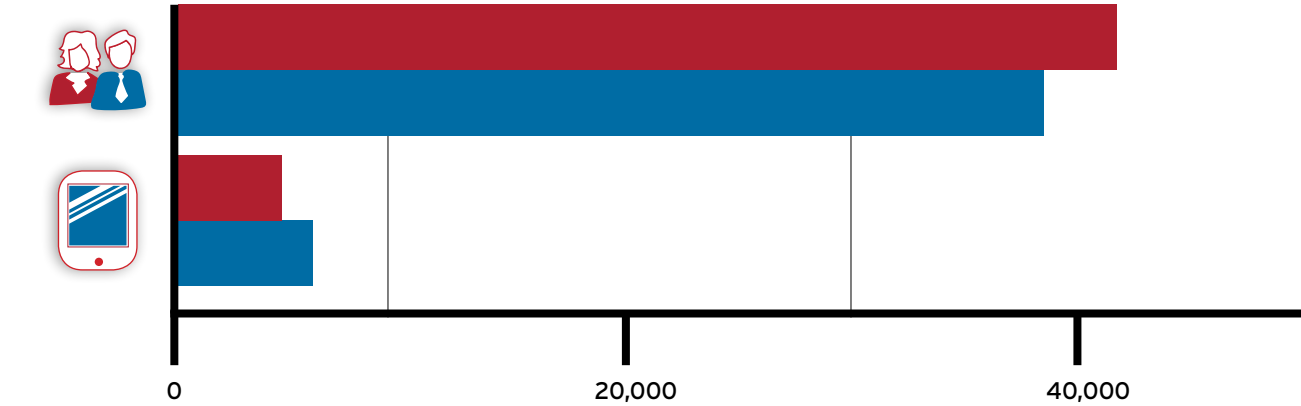
ROAD TEST APPOINTMENTS SCHEDULED

DRIVER RECORD REQUESTS

DL REINSTATEMENT FEE PAID

ONLINE SERVICES

"Visit Us On Your Schedule" is DC DMV's message to encourage customers to "Skip the Trip" and conduct their transactions online or through the mail. DC DMV has more than 40 online services that are available Monday – Sunday from 6am – 12am. The agency's website can be accessed from desktops, laptops, mobile phones, and tablets, providing access to the agency's services outside of its regular business hours. In Fiscal Year 2014, DC DMV added two new online services – applying for ROSA exemption and renewing vehicle reciprocity registration – making it more convenient for residents to interact with DC DMV.

General Services

*   Add or Update Individual Information with the DMV, including
    *   Change of Address
    *   Voter Registration
    *   Language Preference
    *   Email Address
    *   Phone / Fax Number
*   Download DMV Forms
*   Document Verification Guide

Driver License and Identification

*   Driver License Renewal
*   Driver License Replacement
*   Driver License Verification
*   Sample Online Knowledge Test
*   Road Test Appointment Scheduling
*   Identification Card Renewal
*   Identification Card Replacement
*   Identification Card Verification
*   Driver Record Request
*   Driver License Reinstatement
*   How to Report an Unsafe Driver

Adjudication Services

*   Online Adjudication Request (Submit Mail Adjudication)

VISIT US ON YOUR SCHEDULE.

It's easy to Skip the Trip with DC DMV.

Click. Conduct. Complete.

DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES

SKIP THE TRIP

Vehicle Services

- Vehicle Registration and Residential Parking Renewal
- Vehicle Registration Replacement
- Vehicle Registration Verification
- Personalized Tag Request
- Track Personalized Tag Order
- Request Residential Parking Permit
- Vehicle Title Replacement
- Online Tag Cancellation
- Out-of-State Title Status
- Towed Vehicle Locator
- Vehicle Inspection Appointment Scheduling
- Trip Permit
- Insurance Payment Installment Plan
- Insurance Verification and Insurance Lapse Fee Payment
- Insurance Record
- Online Excise Tax Calculation
- Online ROSA Registration
- Online Reciprocity Renewal

Ticket Payments

- Parking and/or Photo Violations
- Minor Moving Violations
    - Schedule Hearing for Minor Moving Violations
- Ticket Installment Payment Plan
- Fleet Payments
- Email Ticket Alert Service

Business Services
(Special Authorization Required)

Special authorization services allow dealers, insurance companies, fleet companies, and other authorized agencies who have obtained unique digital certificates to perform secure and restricted business transactions with the DMV.

- Dealer Services
- Fleet Inspection Status
- Fleet Vehicle Registration Renewal
- Low Tags
- Program for Insurance Electronic Reporting (PIER)
- Trip Permit

Government Services

Agencies with special authorization can perform secure and restricted government transactions with DC DMV.

VISIT US ON YOUR SCHEDULE.

It's easy to Skip the Trip with DC DMV.

Click. Conduct. Complete.

DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES

SKIP THE TRIP
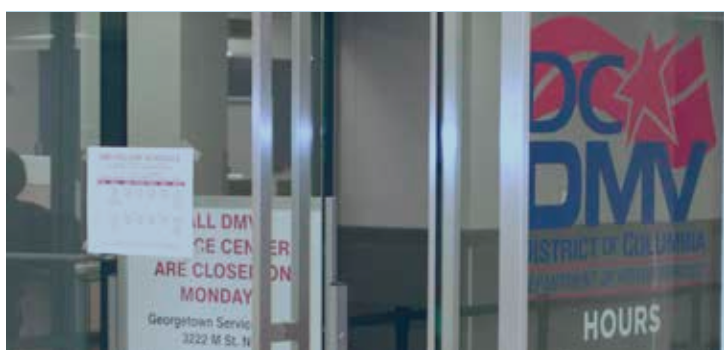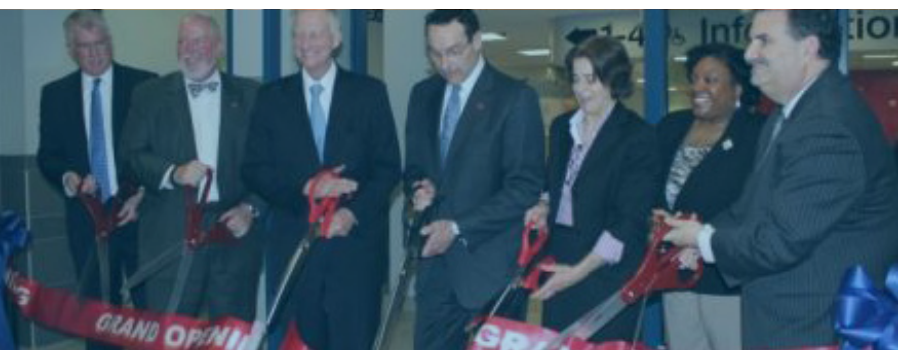
GEORGETOWN RIBBON CUTTING

On May 19, 2012, DC DMV closed its Georgetown Service Center that was located in the Shops at Georgetown Park. The agency opened the Temporary C Street Service Center in the same month, and it remained open until the completion and opening of the Rhode Island Service Center in the spring of 2013.

As the Shops at Georgetown Park underwent renovations, DC DMV took advantage of an opportunity to return to the mall in a different and larger location. The agency held a ceremonial ribbon cutting on April 14, 2014, to announce the reopening of the Georgetown Service Center on April 29, 2014.

Mayor Vincent C. Gray, Councilmember Jack Evans, Councilmember Mary Cheh, ANC Commissioner Bill Starrels, Director of the District of Columbia Department of General Services Brian Hanlon, and other politicians and community leaders attended the event to show their support for DC DMV opening a fourth service center. With the opening of Georgetown, DC DMV has service centers in all four quadrants of the city, making DC DMV accessible to all residents. From April 29 – September 30, 2014, 28,567 customers visited the Georgetown Service Center.
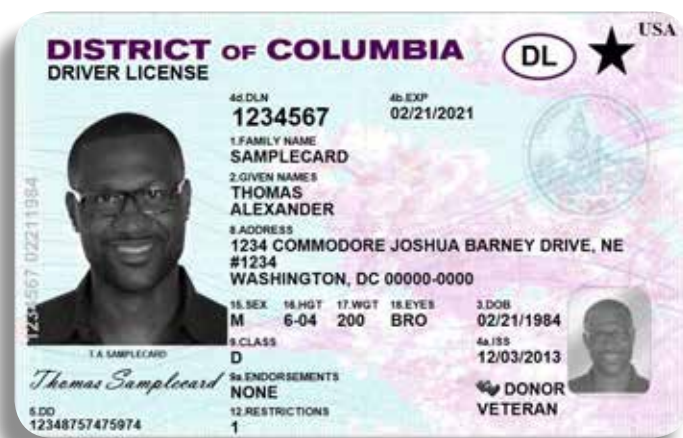
CENTRAL ISSUANCE, REAL ID, & LIMITED PURPOSE

Personal identity security is an important feature of driver licenses and identification cards. In Fiscal Year 2014, DC DMV implemented a motor vehicle industry best practice by moving to a central issuance process whereby credentials are mailed to residents and not issued over-the-counter. At the time of the transaction, customers receive a temporary paper driver license or identification card with their picture on it. Within approximately two weeks, a permanent credential arrives in the mail. Along with implementing the central issuance process, DC DMV redesigned its credentials with more security features, including: two photographs on the front of the card, signature on the front and back of the credential, and the Seal of the District of Columbia. By mailing the credentials and incorporating new security features, DC DMV instituted best practices in fraud protection that are in use across the country.

Following the implementation of the central issuance process, DC DMV began simultaneously issuing REAL ID compliant and Limited Purpose driver licenses and identification credentials on May 1, 2014.

In compliance with the Federal REAL ID Act of 2005, DC DMV has to revalidate source documents for residents who need to renew or obtain a credential. As a result, those residents are required to visit a DC DMV Service Center in-person and bring required documents to show proof of identity, proof of Social Security number, and two proofs of DC residency. However, under REAL ID, a resident's existing credential remains valid for federal purposes until its expiration period.

CONTINUATION OF CENTRAL ISSUANCE, REAL ID, & LIMITED PURPOSE

The REAL ID changes impact hundreds of thousands of people, so DC DMV implemented a robust multimedia campaign informing the public about the new policy and encouraging people to learn what documents they need prior to visiting a service center, thereby completing their transaction initially and avoiding multiple trips to a DC DMV Service Center. REAL ID licenses and identification cards are identified by a black star in the top, right corner of the credential. By the end of the fiscal year, DC DMV issued 41,476 REAL ID credentials, including duplicates and renewals.

Additionally, in compliance with the Driver's Safety Amendment Act of 2013, DC DMV began issuing Limited Purpose credentials to residents who have lived in the District of Columbia for at least six months and are unable to obtain a Social Security number or were previously issued a Social Security number but are now ineligible to obtain one. Obtaining a Limited Purpose credential requires an in-person visit, and customers are required to make an appointment at a Service Center. In addition to the proof of identity and proof of DC residency, those applying for a Limited Purpose driver license or identification card also have to show proof of at least six months of DC residency and a completed Social Security Declaration form acknowledging that they are not able to obtain a Social Security number. Limited Purpose credentials are marked "not valid for official federal purposes." From May 1 – September 30, 2014, DC DMV issued 2,111 Limited Purpose credentials.

DRIVER RECORD

Through a grant from the District of Columbia Department of Transportation (DDOT), DC DMV created a brochure and informational video explaining the information contained in the driver record. Current and past District residents may request a driver record as a three year, five year, 10 year, or full history record. The brochure and video are available online at http://dmv.dc.gov/service/request-driver-record.

DMV IN THE COMMUNITY

Throughout the year, DC DMV employees attend community events and host information sharing sessions with District residents.

During Fiscal Year 2014, DC DMV employees attended Advisory Neighborhood Commission (ANC) meetings to explain the issuance of REAL ID and Limited Purpose credentials, as well as the upcoming closure of the Penn Branch Service Center and construction of the new center, which will be named Benning Ridge. DC DMV was also an exhibitor at the annual Mayor's Senior Holiday Celebration, where staff promoted "Skip the Trip" and handed out gifts.

At the end of the fiscal year during the Child Passenger Safety Week, DC DMV held a Child Safety Car Seat Check, along with the DC Department of Transportation, Metropolitan Police Department, DC Fire and Emergency Medical Services Department, and the Children's National Medical Center. The event showed parents and guardians how to properly install a child car seat. For residents who did not have a car seat for a child at least three years of age weighing 35lbs or more, DC DMV provided one free of charge.

DONATE LIFE

Organ donation saves lives. Consider becoming an organ donor when you apply for your driver license or identification card by registering with Donate Life DC, a nonprofit Organ and Tissue Donor Registry dedicated to Washingtonians who are waiting for an organ transplant. If you decide to become an organ donor, it will be identified on your driver license or identification card with a heart symbolizing your organ donor status.

*Think about giving the gift of life. Contact Donate Life DC at **DonateLifeDC.org** for more information and to register.*
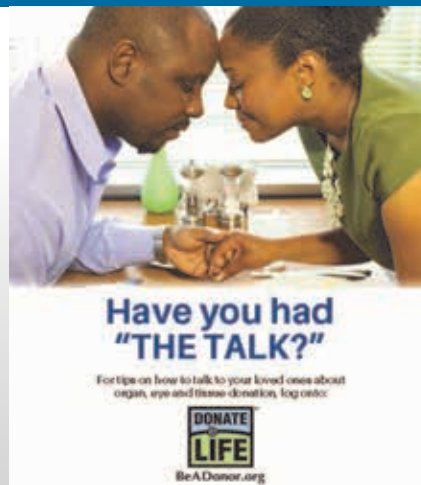
FINANCIAL STATEMENTS

Description	Actual FY 2013	Approved FY 2014	Approved FY 2015	% Change from FY 2014
Operating Budget	37,122,437	42,824,607	46,231,307	8.0
FTEs	191.3	259.0	269.0	3.9

Summary of Services

DMV provides service to approximately 541,000 licensed drivers and identification card holders and 291,000 registered vehicles at four service centers. DMV conducts adjudication services and collects ticket payments for more than 2.6 million tickets issued each year and also conducts an estimated 189,000 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 2014 and FY 2015 are listed by functional division.

The agency's FY 2015 proposed budget is presented in the following tables:

FY 2015 Proposed Gross Funds Operating Budget, by Revenue Type
Table KV0-1

(Dollars in Thousands)

Appropriated Funds	Actual FY 2012	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Percent Change*
General Fund						
Local Funds	28,522	22,941	27,153	28,732	1,579	5.8
Special Purpose Revenue Funds	6,965	9,351	9,450	10,116	666	7.0
Total General Fund	**35,487**	**32,292**	**36,603**	**38,848**	**2,245**	**6.1**
Federal Resources						
Federal Grant Funds	470	674	0	0	0	N/A
Total for Federal Resources	**470**	**674**	**0**	**0**	**0**	**N/A**
Intra-District Funds						
Intra-District Funds	6,462	4,157	6,222	7,384	1,162	18.7
Total for Intra-District Funds	**6,462**	**4,157**	**6,222**	**7,384**	**1,162**	**18.7**
Gross Funds	**42,419**	**37,122**	**42,825**	**46,231**	**3,407**	**8.0**

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 FY 2015 Operating Appendices located on the Office of the Chief Financial Officer's website.

FY 2015 Proposed Full-Time Equivalents, by Revenue Type
Table KV0-2

(Dollars in Thousands)

Appropriated Funds	Actual FY 2012	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Percent Change*
General Fund						
Local Funds	172.4	150.4	212.0	222.0	10.0	4.7
Special Purpose Revenue Funds	43.8	40.9	45.0	45.0	0.0	0.0
Total General Fund	**216.1**	**191.3**	**257.0**	**267.0**	**10.0**	**3.9**
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	**216.1**	**191.3**	**259.0**	**269.0**	**10.0**	**3.9**

FY 2015 Proposed Operating Budget, by Comptroller Source Group
Table KV0-3

(Dollars in Thousands)

Comptroller Source Group	Actual FY 2012	Actual FY 2013	Approved FY 2014	Proposed FY 2015	Change from FY 2014	Percent Change*
11- Regular Pay - Continuing Full Time	11,994	11,764	13,823	15,795	1,971	14.3
12- Regular Pay - Other	428	366	574	260	-314	-54.7
13- Additional Gross Pay	30	25	0	0	0	N/A
14- Fringe Benefits - Current Personnel	3,005	3,037	3,968	3,868	-100	-2.5
15- Overtime Pay	330	389	50	125	75	150.0
99- Unknown Payroll Posting	2	0	0	0	0	N/A
Subtotal Personnel Services (PS)	**15,790**	**15,581**	**18,416**	**20,048**	**1,632**	**8.9**
20- Supplies and Materials	183	178	168	233	65	38.8
30- Energy, Comm. and Building Rentals	469	413	549	549	0	0.0
31- Telephone, Telegraph, Telegram, Etc.	339	292	401	347	-54	-13.5
32- Rentals- Land and Structures	315	467	1,012	1,012	0	0.0
33- Janitorial Services	93	0	0	0	0	N/A
34- Security Services	1,257	1,353	1,423	1,432	0	0.0
35- Occupancy Fixed Costs	0	0	78	78	0	0.0
40- Other Services and Charges	3,487	6,389	5,381	5,712	331	6.1
41- Contractual Services - Other	19,998	11,496	15,125	16,144	1,019	6.7
70- Equipment and Equipment Rental	489	955	272	686	414	152.1
Subtotal Non-Personnel Services (NPS)	**26,629**	**21,542**	**24,409**	**26,183**	**1,775**	**7.3**
Gross Funds	**42,419**	**37,122**	**42,825**	**46, 231**	**3,407**	**8.0**

AAMVA AWARDS

DC DMV is a proud winner of the American Association for Motor Vehicle Administrators (AAMVA) Public Affairs and Consumer Education (PACE) award in Other Print Publication. DC DMV was the Region I winner for its central issuance brochure that informs customers about the new central issuance process, as well as the redesigned look of the District of Columbia's driver licenses and identification cards, which includes enhanced security features – a best practice in the motor vehicle industry.

DMV LOCATIONS

ADJUDICATION SERVICES
301 C Street, NW
Washington, DC 20001

GEORGETOWN SERVICE CENTER
3222 M Street, NW Canal Level,
Washington, DC 20007

SOUTHWEST SERVICE CENTER
95 M Street, SW
Washington, DC 20024

INSPECTION STATION
1001 Half Street, SW
Washington, DC 20024

BRENTWOOD CDL CENTER
1205 Brentwood Road, NE
Washington, DC 20018

BRENTWOOD ROAD TEST OFFICE
1205 Brentwood Road, NE
Washington, DC 20018

RHODE ISLAND SERVICE CENTER
2350 Washington Place, NE, Suite 112N
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
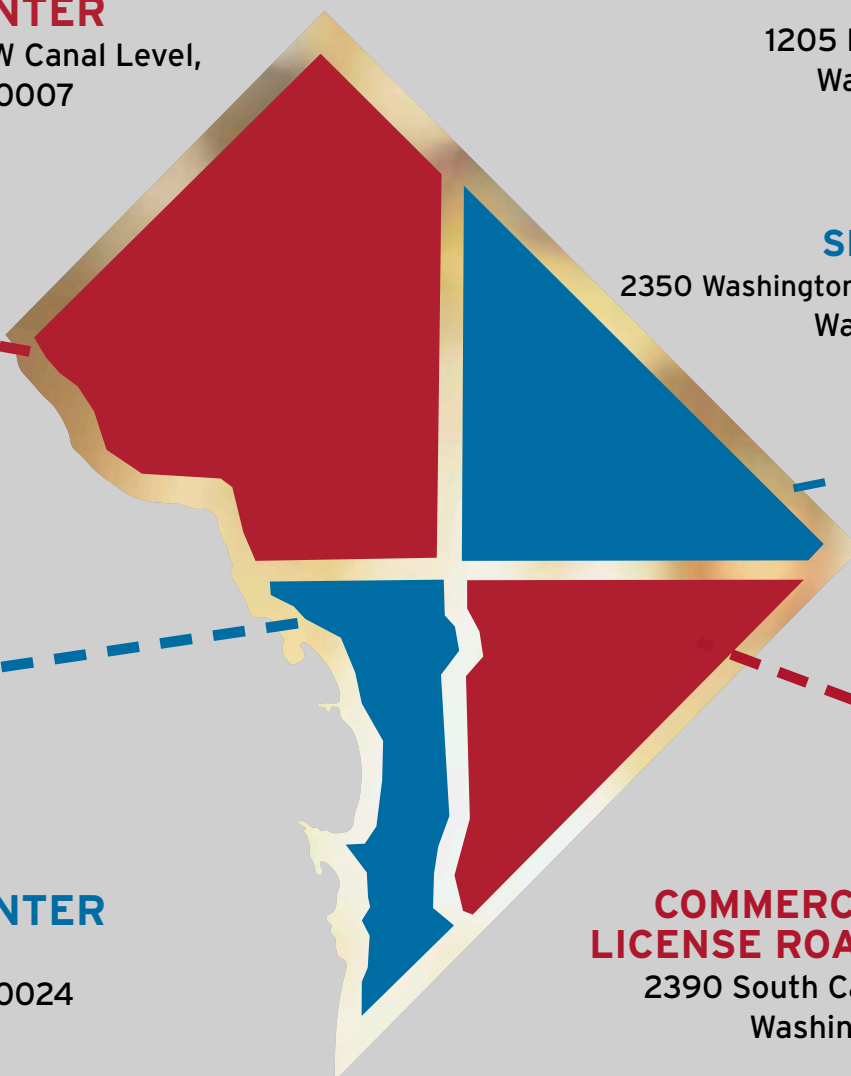
DC Department of Motor Vehicles

Phone: 311 or (202)737-4404
Email: dmv@dc.gov

[dmv.dc.gov](dmv.dc.gov)

@dcdmv   dcdmv