

# DMV



## ANNUAL REPORT





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# A message from the **DIRECTOR**



Fiscal Year 2016 brought a renewed focus on customer service to the District of Columbia Department of Motor Vehicles (DC DMV) through new and upgraded facilities, improved technology, and staff training.

In February 2016, we opened the Benning Ridge Service Center as a replacement for the Penn Branch location. The new, spacious location is conducive to better service and convenient to the metro for DMV services. It's a place employees are proud to work.

Annually, DC DMV conducts 200,000 vehicle inspections. We are extremely proud to have completed Phase One of the renovation of our Inspection Station. The Inspection Station is over 20 years old and had gone without any facility improvements. This project improved the quality of life experience for both customers and employees due to the renovation of these areas.

The way people gather information and conduct business transactions is constantly evolving. DC DMV continues to optimize processes as people and technology change. Fiscal year 2016 saw the development of many enhanced online

transactions such as the Road Test Appointments Calendar which allows DMV to auto-reschedule appointments when necessary and for customers to automatically receive notifications in real-time via email and text. Starting March 2016, customers had the ability to print a copy of a parking ticket from the DMV website solving an age old problem of customers misplacing parking tickets. February 2016 saw the creation of the Certified Driver Record transaction online. Previously only non-certified driver records were available.

Other achievements included creating an online no-fee five day registration transaction, as well as an online estimator for DMV titling / registration fee calculation.

Fiscal year 2016 saw the launch of enhanced employee training programs. On March 30, 2016, DC DMV launched a weekly one-hour program to provide training, coaching and recognition. To accommodate this program, all DMV locations' business hours were adjusted to open one hour later on Wednesdays. Furthermore, the DMV is pleased to have provided annual customer service training to 97% of staff, as well as launched a new security awareness training program which was completed by 94% of staff.

Please take a few moments to read our annual report and learn more about DC DMV's progress and financial outlook.

# ABOUT THE DMV

## MISSION STATEMENT

The mission of the Department of Motor Vehicles (DMV) is to promote public safety by ensuring the safe operation of motor vehicles.

## 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.



# BUDGET IN DETAIL

\$5,468,000  
Driver Services

## TOTAL AGENCY BUDGET

Description				% Change
	FY 2016 Actual	FY 2017 Approved	FY 2018 Proposed	from FY 2017
OPERATING BUDGET	\$40,445,446	\$45,332,790	\$45,487,969	0.3
FTEs	231.9	267.0	265.0	-0.7

## BY APPROPRIATED FUND

(dollars in thousands)

Appropriated Fund	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change		Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change	
				from FY 2017	Percentage Change*				from FY 2017	Percentage Change
<b>GENERAL FUND</b>										
LOCAL FUNDS	26,761	30,199	29,800	-399	-1.3	194.3	217.0	212.0	-5.0	-2.3
SPECIAL PURPOSE REVENUE FUNDS	7,957	9,864	9,561	-302	-3.1	35.5	42.0	39.0	-3.0	-7.1
<b>TOTAL FOR GENERAL FUND</b>	<b>34,718</b>	<b>40,063</b>	<b>39,362</b>	<b>-701</b>	<b>-1.8</b>	<b>229.8</b>	<b>259.0</b>	<b>251.0</b>	<b>-8.0</b>	<b>-3.1</b>
<b>FEDERAL RESOURCES</b>										
FEDERAL GRANT FUNDS	253	0	0	0	N/A	0.0	0.0	0.0	0.0	N/A
<b>TOTAL FOR FEDERAL RESOURCES</b>	<b>253</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>N/A</b>
<b>INTRA-DISTRICT FUNDS</b>										
INTRA-DISTRICT FUNDS	5,474	5,270	6,126	856	16.3	2.0	8.0	14.0	6.0	75.0
<b>TOTAL FOR INTRA-DISTRICT FUNDS</b>	<b>5,474</b>	<b>5,270</b>	<b>6,126</b>	<b>856</b>	<b>16.3</b>	<b>2.0</b>	<b>8.0</b>	<b>14.0</b>	<b>6.0</b>	<b>75.0</b>
<b>GROSS FUNDS</b>	<b>40,445</b>	<b>45,333</b>	<b>45,488</b>	<b>155</b>	<b>0.3</b>	<b>231.9</b>	<b>267.0</b>	<b>265.0</b>	<b>-2.0</b>	<b>-0.7</b>

\*Percent change is based on whole dollars.

\$9,751,000  
Vehicle Services

FY 2016 Actual

## BY COMPTROLLER SOURCE GROUP

(dollars in thousands)

Comptroller Source Group	Actual FY 2015	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Percentage Change*
11 - REGULAR PAY - CONTINUING FULL TIME	13,065	13,807	16,655	16,316	-339	-2.0
12 - REGULAR PAY - OTHER	447	639	645	799	154	23.9
13 - ADDITIONAL GROSS PAY	82	87	0	106	106	N/A
14 - FRINGE BENEFITS - CURRENT PERSONNEL	3,269	3,602	4,585	4,364	-220	-4.8
15 - OVERTIME PAY	432	823	0	159	159	N/A
99 - UNKNOWN PAYROLL POSTINGS	5	0	0	0	0	N/A
<b>SUBTOTAL PERSONAL SERVICES (PS)</b>	<b>17,301</b>	<b>18,959</b>	<b>21,885</b>	<b>21,744</b>	<b>-140</b>	<b>-0.6</b>
20 - SUPPLIES AND MATERIALS	203	222	416	379	-37	-8.8
30 - ENERGY, COMMUNICATION AND BUILDING RENTALS	444	0	51	220	169	331.2
31 - TELEPHONE, TELEGRAPH, TELEGRAM, ETC.	313	342	339	346	7	2.1
32 - RENTALS - LAND AND STRUCTURES	112	0	98	0	-98	-100.0
34 - SECURITY SERVICES	1,423	1,271	1,683	1,218	-465	-27.6
35 - OCCUPANCY FIXED COSTS	0	0	0	255	255	N/A
40 - OTHER SERVICES AND CHARGES	5,464	5,321	7,081	6,343	-737	-10.4
41 - CONTRACTUAL SERVICES - OTHER	12,088	14,012	13,292	14,389	1,097	8.3
50 - SUBSIDIES AND TRANSFERS	0	0	0	168	168	N/A
70 - EQUIPMENT AND EQUIPMENT RENTAL	866	320	489	425	-63	-13.0
<b>SUBTOTAL NONPERSONAL SERVICES (NPS)</b>	<b>20,914</b>	<b>21,487</b>	<b>23,448</b>	<b>23,744</b>	<b>296</b>	<b>1.3</b>
<b>GROSS FUNDS</b>	<b>38,215</b>	<b>40,445</b>	<b>45,333</b>	<b>45,488</b>	<b>155</b>	<b>0.3</b>

\*Percent change is based on whole dollars.



\$4,553,000  
Agency Management

\$15,625,000  
Adjudication Services

## BY PROGRAM / ACTIVITY

(dollars in thousands)

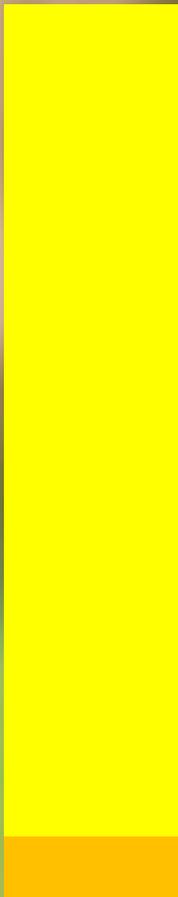
Division/Program and Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017	Actual FY 2016	Approved FY 2017	Proposed FY 2018	Change from FY 2017
<b>(1000) AGENCY MANAGEMENT</b>								
(1008) COMMUNICATIONS 11	234	465	474	9	1.7	6.0	6.0	0.0
(1010) PERSONNEL	285	322	298	-25	3.5	3.0	3.0	0.0
(1015) TRAINING	97	100	98	-2	0.9	1.0	1.0	0.0
(1030) PROPERTY MANAGEMENT	1,591	2,209	2,064	-145	0.0	0.0	0.0	0.0
(1060) LEGAL SERVICES	291	305	322	17	1.7	2.0	2.0	0.0
(1070) FLEET MANAGEMENT	24	0	0	0	0.0	0.0	0.0	0.0
(1087) LANGUAGE ACCESS ACT	1	2	4	2	0.0	0.0	0.0	0.0
(1090) PERFORMANCE MANAGEMENT	2,030	2,847	3,631	784	13.9	19.0	19.0	0.0
<b>SUBTOTAL (1000) AGENCY MANAGEMENT</b>	<b>4,553</b>	<b>6,249</b>	<b>6,889</b>	<b>640</b>	<b>21.8</b>	<b>31.0</b>	<b>31.0</b>	<b>0.0</b>
<b>(100F) AGENCY FINANCIAL OPERATIONS</b>								
(110F) BUDGET OPERATIONS	174	279	279	0	1.7	2.0	2.0	0.0
(120F) ACCOUNTING OPERATIONS	318	390	379	-11	3.5	5.0	5.0	0.0
<b>SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS</b>	<b>492</b>	<b>669</b>	<b>659</b>	<b>-10</b>	<b>5.2</b>	<b>7.0</b>	<b>7.0</b>	<b>0.0</b>
<b>(2000) ADJUDICATION SERVICES PROGRAM</b>								
(2010) HEARINGS	2,471	3,582	3,548	-34	24.8	26.0	26.0	0.0
(2020) HEARING SUPPORT	1,811	1,821	1,796	-25	24.0	24.0	24.0	0.0
(2030) TICKET PROCESSING	11,344	10,959	11,024	65	2.9	1.0	1.0	0.0
<b>SUBTOTAL (2000) ADJUDICATION SERVICES PROGRAM</b>								
<b>(3000) VEHICLE SERVICES PROGRAM</b>								
(3010) INSPECTIONS	3,365	5,091	4,583	-508	33.9	40.0	37.0	-3.0
(3020) REGISTRATIONS	3,345	1,407	1,711	304	40.1	19.0	19.0	0.0
(3030) REGISTRATIONS - OUT OF STATE VEHICLE	245	250	246	-4	0.0	0.0	0.0	0.0
(3040) INTERNATIONAL REGISTRATION PLAN	2,795	3,148	2,591	-557	1.6	2.0	2.0	0.0
<b>SUBTOTAL (3000) VEHICLE SERVICES PROGRAM</b>	<b>9,751</b>	<b>9,896</b>	<b>9,131</b>	<b>-766</b>	<b>75.6</b>	<b>61.0</b>	<b>58.0</b>	<b>-3.0</b>
<b>(4000) DRIVER SERVICES PROGRAM</b>								
(4010) LICENSING	5,468	7,379	7,848	469	68.0	105.0	106.0	1.0
<b>SUBTOTAL (4000) DRIVER SERVICES PROGRAM</b>	<b>5,468</b>	<b>7,379</b>	<b>7,848</b>	<b>469</b>	<b>68.0</b>	<b>105.0</b>	<b>106.0</b>	<b>1.0</b>
<b>(7000) SERVICE INTEGRITY PROGRAM</b>								
(7010) INTEGRITY	289	0	0	0	0.0	0.0	0.0	0.0
<b>SUBTOTAL (7000) SERVICE INTEGRITY PROGRAM</b>	<b>289</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>(8000) TECHNOLOGY SERVICES PROGRAM</b>								
(1040) INFORMATION TECHNOLOGY	3,940	4,442	4,245	-197	8.7	11.0	11.0	0.0
(8010) DRIVER AND VEHICLE SYSTEMS	300	304	317	13	0.9	1.0	1.0	0.0
(8020) TICKET INFORMATION SYSTEMS	28	29	30	1	0.0	0.0	0.0	0.0
<b>SUBTOTAL (8000) TECHNOLOGY SERVICES PROGRAM</b>	<b>4,268</b>	<b>4,776</b>	<b>4,592</b>	<b>-183</b>	<b>9.6</b>	<b>12.0</b>	<b>12.0</b>	<b>0.0</b>
<b>TOTAL PROPOSED OPERATING BUDGET</b>	<b>40,445</b>	<b>45,333</b>	<b>45,488</b>	<b>155</b>	<b>231.9</b>	<b>267.0</b>	<b>265.0</b>	<b>-2.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

# DRIVER SERVICES

124,840

Driver Licenses Issued



121,239

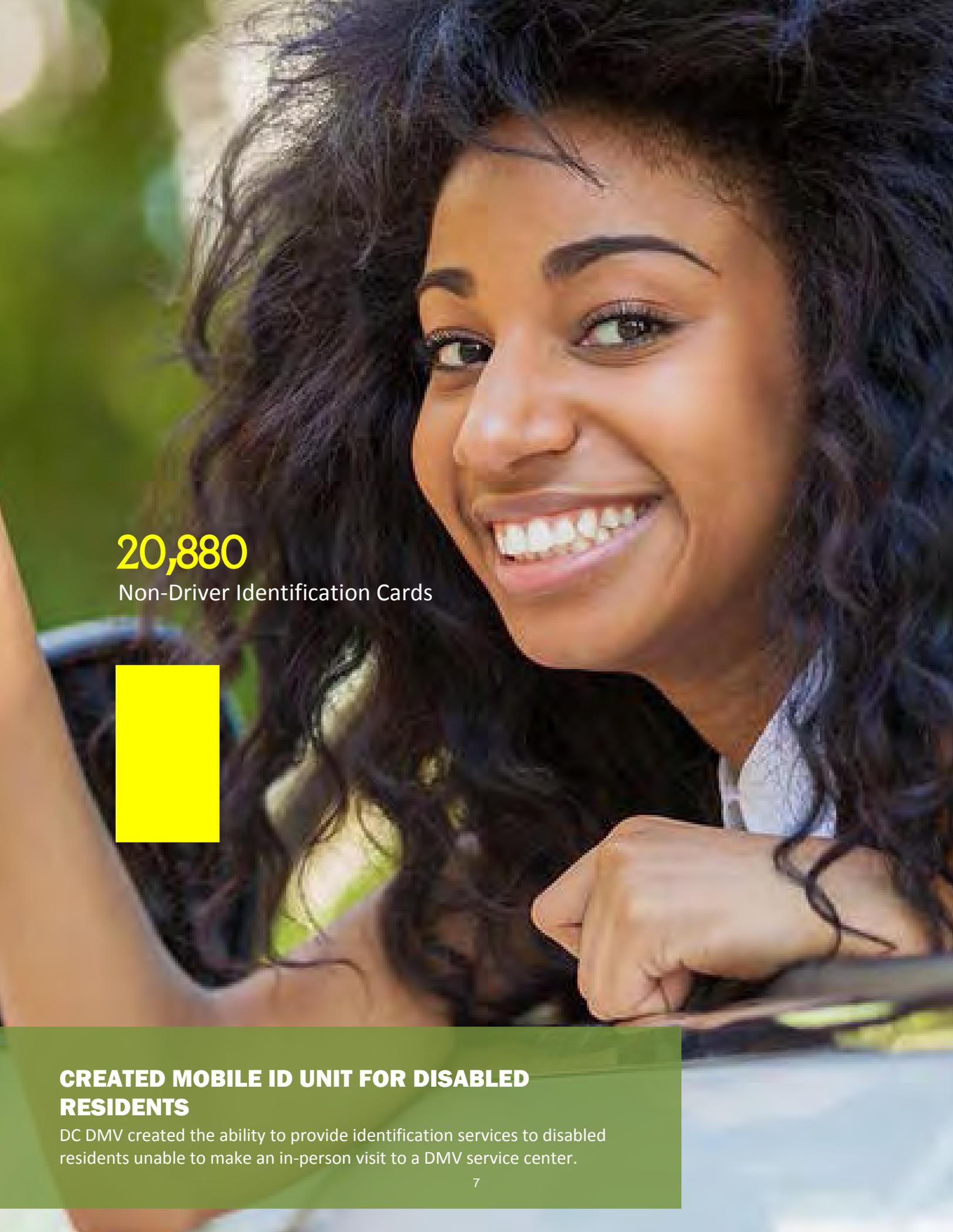
Non Commercial Licenses

3,601

Commercial Licenses

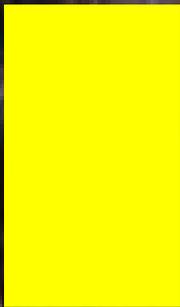
## CREATED ONLINE REQUEST FOR LIMITED OCCUPATIONAL LICENSE

DC DMV created an online transaction for residents to submit a Limited Occupational License request online. This online transaction will ensure requests are properly routed in a timely manner to a hearing examiner for review and action.



20,880

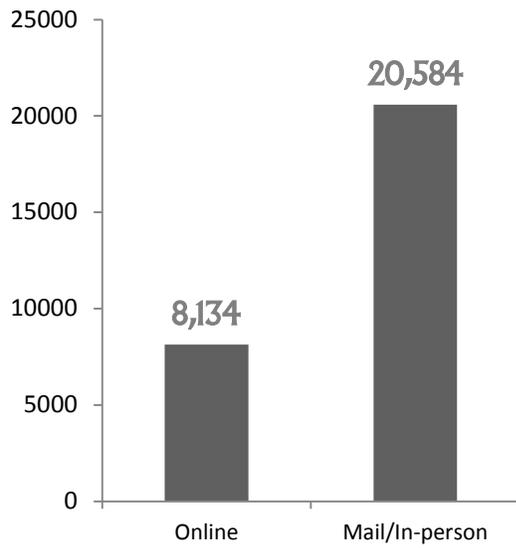
Non-Driver Identification Cards



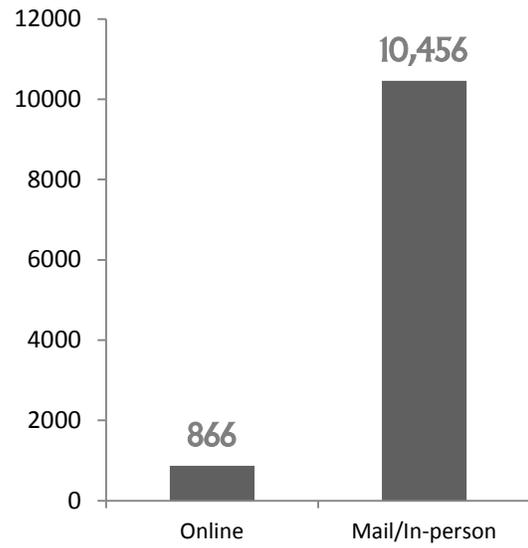
**CREATED MOBILE ID UNIT FOR DISABLED RESIDENTS**

DC DMV created the ability to provide identification services to disabled residents unable to make an in-person visit to a DMV service center.

### Driving Record Requests

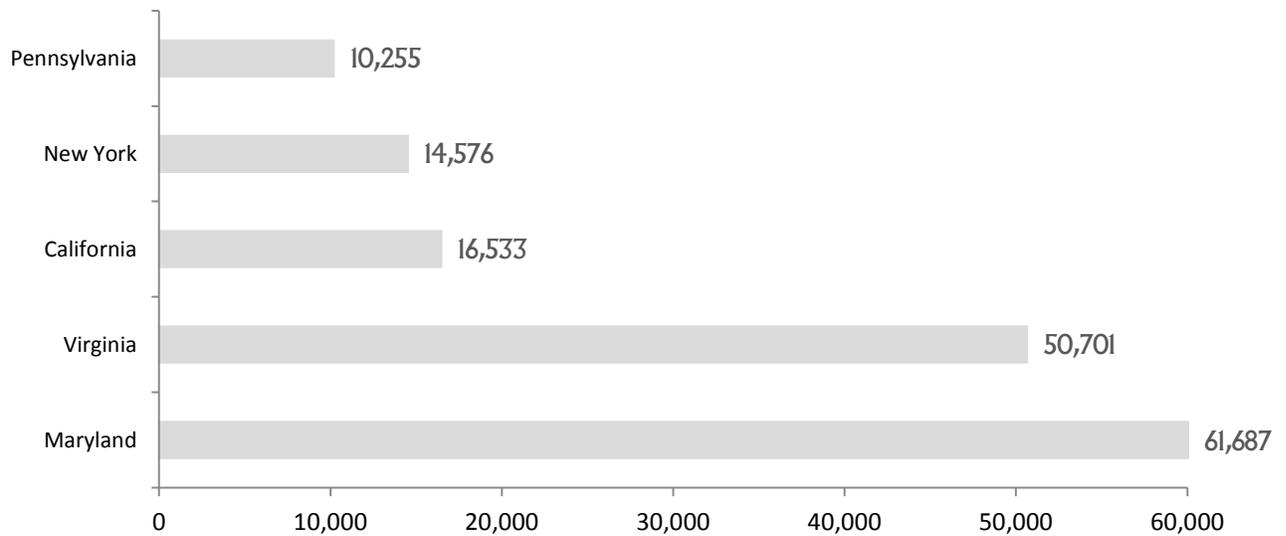


### Driver License Reinstatement

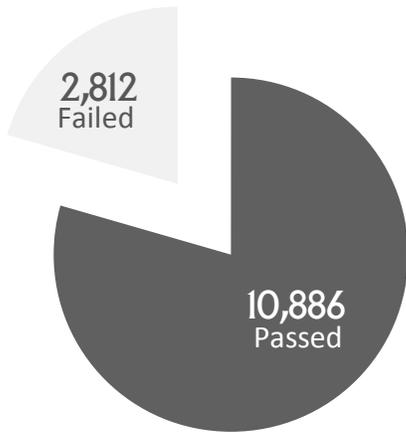


### License Conversation – Where are residents coming from?

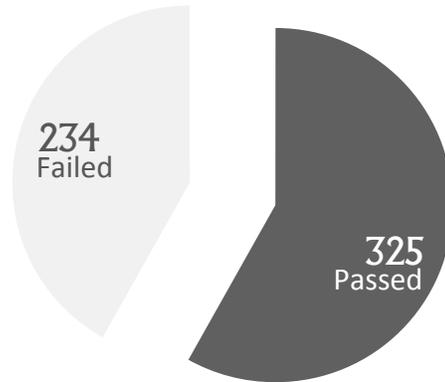
Top 5 jurisdictions from where people are converting to a DC license



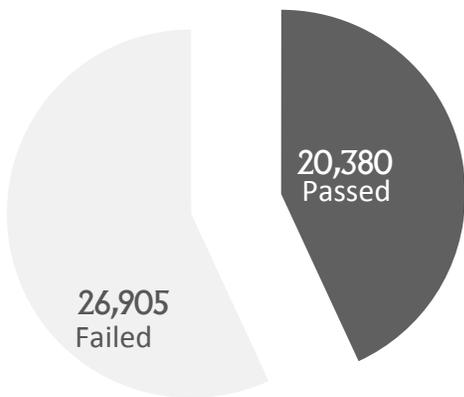
**Road Tests (Non-Commercial)**



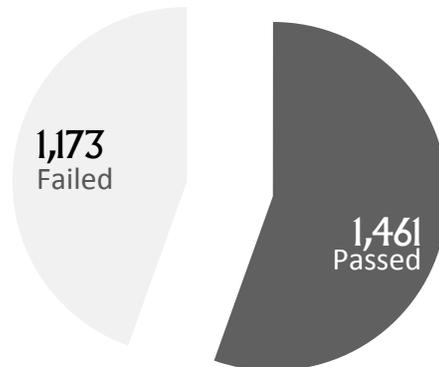
**Road Tests (Commercial)**



**Knowledge Tests (Non-Commercial)**

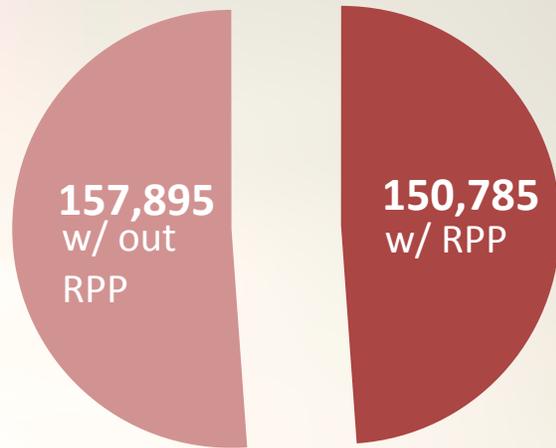


**Knowledge Tests (Commercial)**

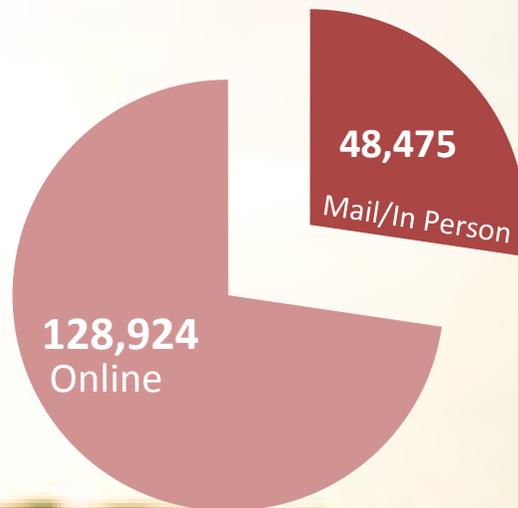


# VEHICLE SERVICES

**308,680**  
**Active Registrations**



**177,399**  
**Registration Renewals**



## CREATED ENHANCED FEE FOR DEALERS TO RECEIVE EXPEDITED SERVICES

Often organizations have requested the ability to pay for expedited government services. DC DMV submitted legislation in FY 2016 to allow automobile dealers and contractors to pay an enhanced fee to obtain expedited services.



**172,957**  
**Inspections**

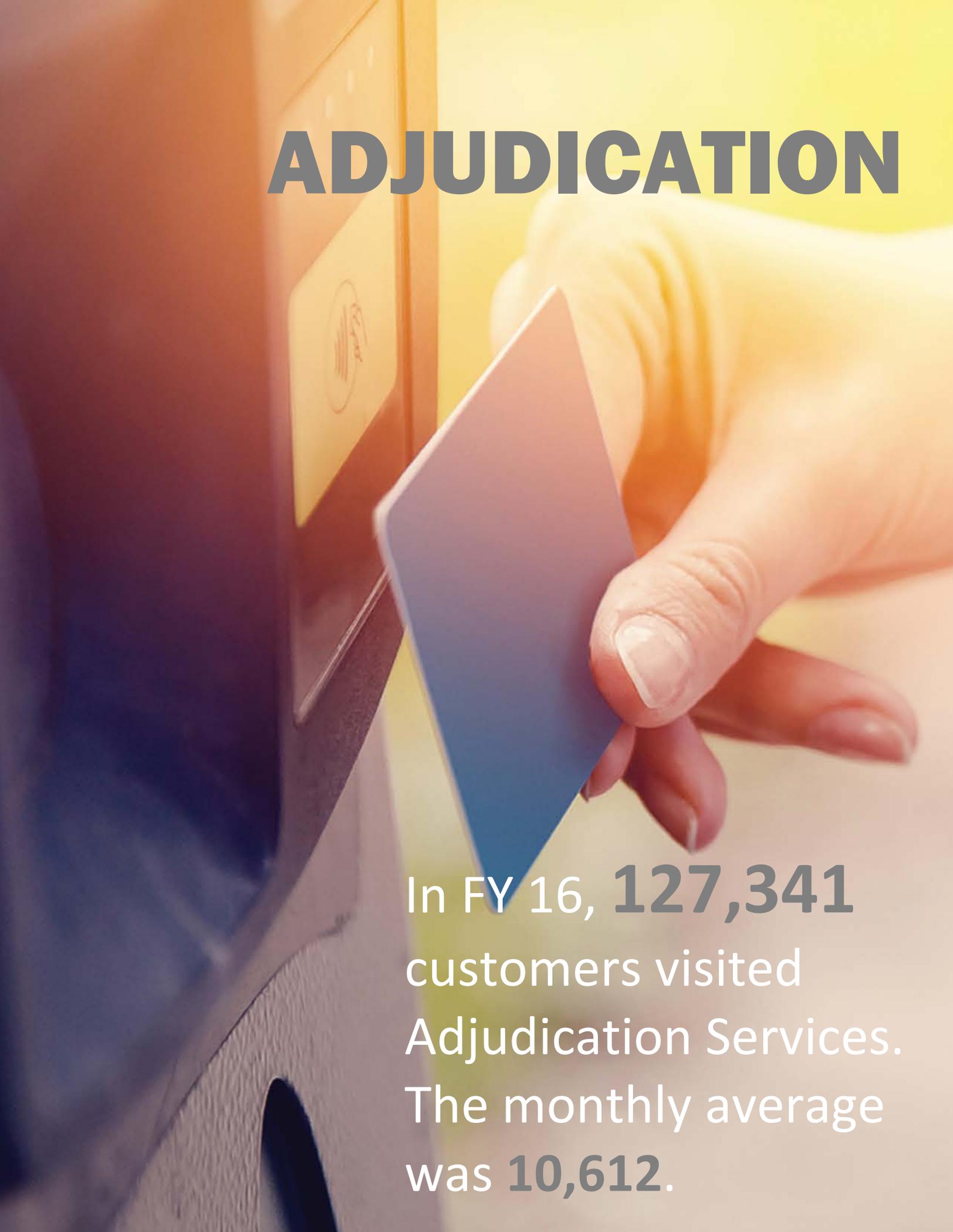
**IMPLEMENTED A WIRELESS MONITORING TECHNOLOGY FOR INSPECTING OBD VEHICLES**

DC DMV coordinated with Department of Energy and the Environment to implement a wireless monitoring technology for inspecting on-board diagnostics (OBD) in eligible vehicles. This initiative will reduce the number of vehicles which will need to physically go through the Inspections lanes.

**REFRESHED THE SIX-DIGIT LICENSE PLATES TO IMPROVE READABILITY**

The District's existing 4,800 six-digit license plates were faded due to significant wear and tear. This fading greatly diminishes law enforcement's ability to properly identify tag numbers. To resolve this issue, DC DMV reissued these tags to the current customers.

# ADJUDICATION

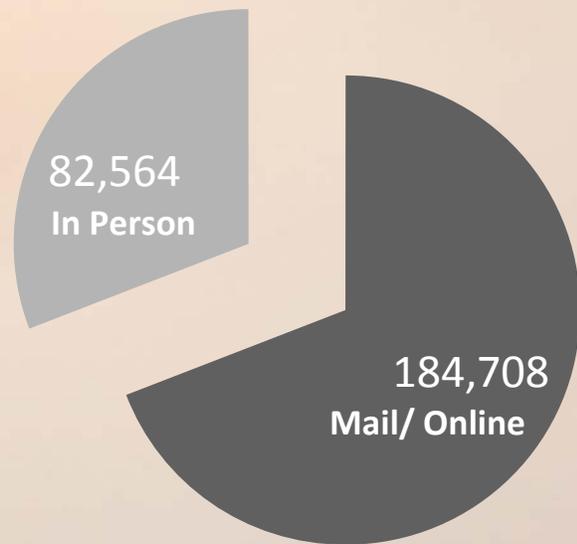
A close-up photograph of a person's hand holding a blue card, likely a government-issued ID or a service card, near a slot in a wooden cabinet. The background is a warm, yellowish-orange glow, suggesting an indoor setting with soft lighting. The hand is positioned on the right side of the frame, with the thumb and index finger gripping the card. The card is held vertically, with its top edge pointing towards the top of the image. The slot in the cabinet is on the left side, and the card is being held just above it. The overall composition is clean and focused on the action of presenting the card.

In FY 16, **127,341** customers visited Adjudication Services. The monthly average was **10,612**.

# SERVICES

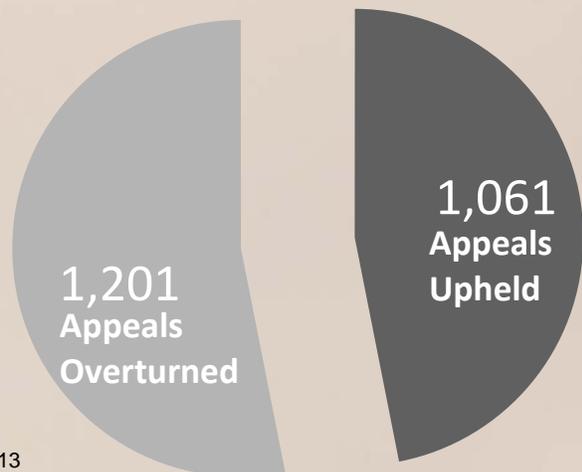
**267,272**

Total # of Tickets Adjudicated



**2,262**

Total # of Appeals Decided



The way people gather information is constantly evolving. DC DMV continues to **optimize processes** as people and technology evolve. FY16 saw the development of many **enhanced online transactions** for DC DMV customers.

**CERTIFIED DRIVER RECORD ONLINE**

Customers can now request a certified driver record online. Often these records are needed for employment purposes.

**PRINT COPY OF PARKING TICKET ONLINE**

Customers often contact DC DMV for copies of parking tickets that were misplaced. DC DMV developed the ability for customers to print a copy of a parking ticket online.

**16,936,230**

PAGE VIEWS IN FY16

**4,681,276**

WEB SESSIONS

**DMV ON**

## **ESTIMATE FOR TITLING/ REGISTRATION FEE ONLINE**

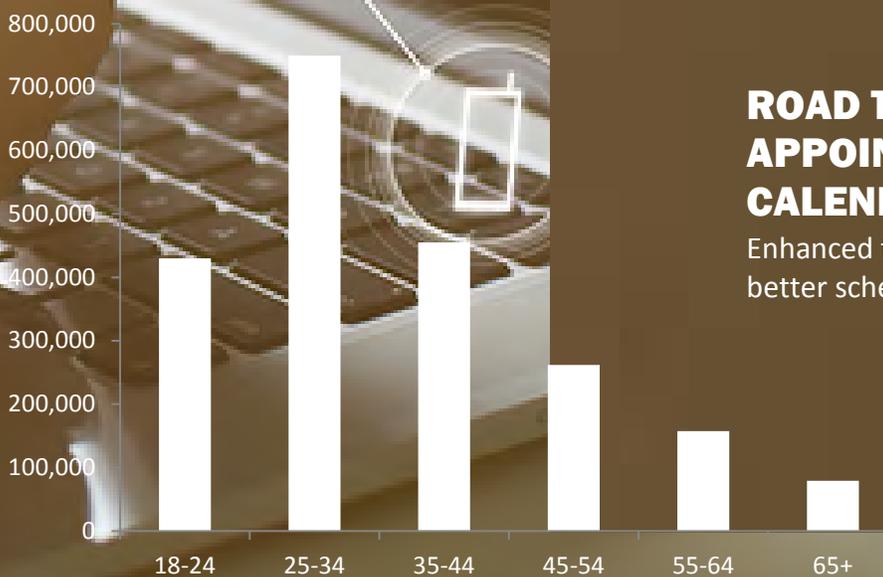
DC residents can now calculate their titling and registration fees prior to visiting a DMV Service Center. This online calculation will ensure customers are aware of their fees prior to their in-person visit.

## **NO-FEE 5 DAY REGISTRATION**

Residents who need to take vehicles through inspection prior to registration can now request a no-fee 5-day registration certificate online.

## **ROAD TEST APPOINTMENTS CALENDAR**

Enhanced tool allows residents to better schedule road tests online.



**WEB SESSIONS BY AGE**

# **THE WEB**

District of  
Department of

To better serve the citizens of the District, DMV partnered with the Department of General Services to relocate the Penn Branch Service Center. The Benning Ridge Service Center located at 4525 Benning Road, SE **opened on March 1, 2016.**

# BENNING RIDGE

## NEW CONSTRUCTION



### SERVICES OFFERED

- Become an Organ Donor
- Disability Placards & Tags
- Driver License, Learner Permit and ID Card
- Driver License Reinstatement (Suspended and Revoked)
- Driving Records
- Insurance
- Medical
- Motorcycle Knowledge Exam
- Non-US Citizens Driver License
- Order Personalized Tags
- Parking Permits
- Register for Selective Service
- Register to Vote
- Regular Knowledge Exam
- Taxi & Limo License Information
- Temporary Tags
- Vehicle Titles, Registration & Tags

### OTHER DETAILS

- 153 seats in waiting area
- Enclosed queuing area
- Building is 12,000 square feet

# INSPECTION STATION

## RENOVATION: Phase 1

DC DMV completed the first phase of renovation to the DC Inspection Station at 1001 Half Street SW. The goal was to create a new work space that employees could enjoy, as well as an improved facility for the public.



## Renovation Details:

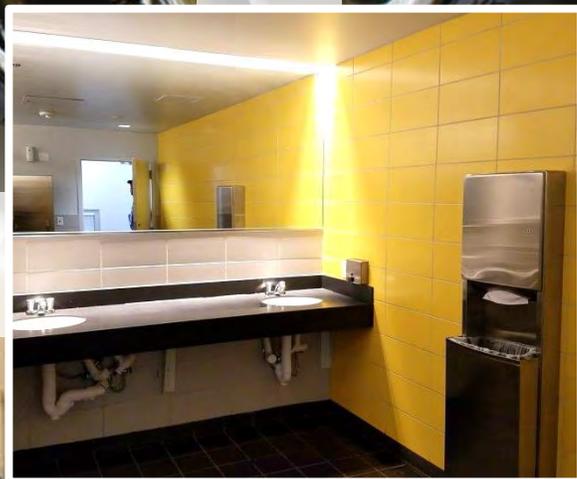
### Lower Level:

- New front and rear entrances
- New handicap automatic door opener installed
- All new floor tiles on lower level
- Completely renovated women's and men's restrooms
- Front office renovated
- Hallway walls painted



### Upper Level:

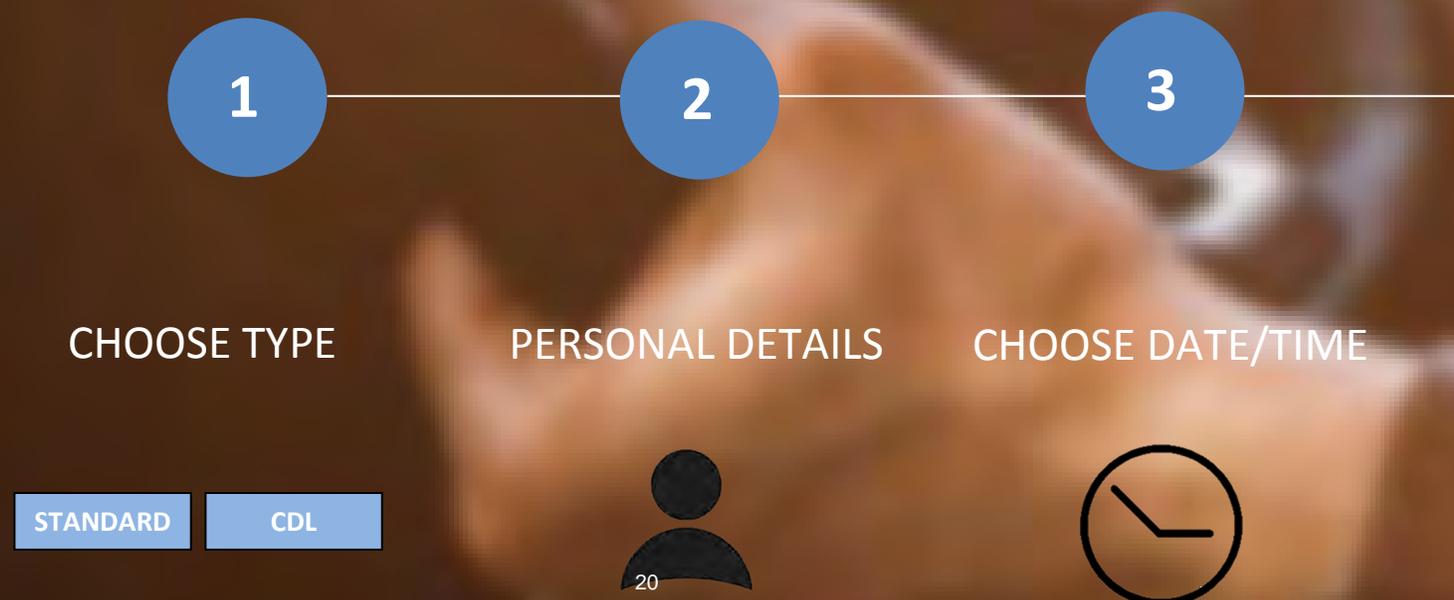
- New computer room constructed for employees
- Renovated employee break room
- New roof-mounted HVAC unit
- Stairways painted
- New employee locker room constructed
- Bathrooms renovated
- Alarm and phone installed in elevator
- New shower constructed for employees
- New offices constructed
- Renovated managers office



# ROAD TEST

In FY 16, DC DMV launched a new web-based Road Test Calendar and Appointment management system that replaced the existing road test scheduling and appointment process.

**It's Simple to use:**



# APPOINTMENT CALENDAR

## CALENDAR DETAILS

- New system previews road test instructions and requirements prior to confirming the appointment, customizes notification preferences such as email, text, mail and reminders, and allows for easy modification or cancellation of an existing appointment.
- New system has an administrative dashboard that allows DC DMV to manage appointment time slots, schedules, examiners, and customer appointments; includes functionality to auto-reschedule appointments to the next available date for emergencies (staff shortage, snow days, administrative closings, etc.) by selecting one customer or all customers.
- Third-party road test examiners have the capability to schedule appointments.

4

5

CHOOSE NOTIFICATION



CONFIRMATION



# DMV LOCATIONS



## **ADJUDICATION SERVICES**

955 L'Enfant Plaza, SW Washington, DC 20024  
(Effective February 2017)

## **BENNING RIDGE SERVICE CENTER**

4525 Benning Road, SE Washington, DC 20019

## **BRENTWOOD ROAD TEST OFFICE**

1205 Brentwood Road, NE Washington, DC 20018

## **CDL ROAD TEST LOT**

3000 Pennsy Drive Landover, MD 20785  
(Effective October 2017)

## **GEORGETOWN SERVICE CENTER**

3222 M Street, NW Canal Level  
Washington, DC 20007

## **INSPECTION STATION**

1001 Half Street, SW Washington, DC 20024

## **RHODE ISLAND SERVICE CENTER**

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

## **SOUTHWEST SERVICE CENTER**

95 M Street, SW Washington, DC 20024

# District of Columbia Department of Motor Vehicles

95 M Street, SW  
Washington, DC 20024  
311 or (202) 734-7704  
[dmv.dc.gov](http://dmv.dc.gov)

