



2013

DC DEPARTMENT OF MOTOR VEHICLES **ANNUAL REPORT**

DRIVING THE COMMUNITY FORWARD.



dmv.dc.gov





MISSION STATEMENT

*To provide public safety by
ensuring the safe operation
of motor vehicles*





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MESSAGE FROM DC DMV DIRECTOR

In Fiscal Year 2013, DC DMV implemented changes to make it easier for customers to conduct business with the agency. We focused on convenience, accessibility, and reduced in-person visits.

One of the major highlights of Fiscal Year 2013, was the opening of the Rhode Island Service Center. Situated in Rhode Island Row in Northeast, this site is pedestrian, metro, bicycle, and vehicle friendly. With a service center in Ward 5, customers in need of DC DMV services who live, work, or frequent that area, now have a full service location that is conveniently accessible to them.

Additionally, DC DMV upgraded its free email ticket alert system, making it more user-friendly. Customers have access to more features, including viewing new messages from DC DMV, reviewing the documents that they have provided to the agency, and seeing a copy of the ticket.

Why wait in line when DC DMV is available daily from 6am until 11:59pm? The answer: dmv.dc.gov. DC DMV offers more than 40 online and mail services to its customers, and in Fiscal Year 2013, we launched our "Skip the Trip" campaign, encouraging customers to *skip the trip* and use DC DMV services on their schedule. Compared to Fiscal Year 2012, many online transactions increased and in-person visits decreased, exemplifying the importance of educating the public about using DC DMV online and mail services.

Throughout the fiscal year, DC DMV had other accomplishments. Please take a moment to read this annual report which has information about the agency's Fiscal Year 2013 achievements and financial health.

Sincerely,

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, and moving violations and ensure proper processing of violations and penalty 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 qualifications, so they may legally operate their vehicles.

ADJUDICATION SERVICES

In Fiscal Year 2013, DC DMV had three major achievements in Adjudication Services. First, Ticket Alert Service (TAS), the agency's email ticket alert service, was upgraded to make it more user-friendly.

Customers issued a ticket on a license plate or driver license within the past 15 months can register for the Email Ticket Alert Service, which notifies them about ticket related activity. Customers can register up to four different license plate numbers and one driver license to a single account. Email notifications include:

- When a new ticket is issued;
- When a ticket payment has been applied;
- Before a customer is no longer eligible for a hearing; and
- Before late penalties are applied.

Customers can view new messages from DC DMV such as when the agency received their request for adjudication. Through TAS, DC DMV will notify the customer via email once a decision has been rendered. Also, photo enforcement tickets, the deployment log, pictures of the vehicle, and a copy of the ticket are displayed in TAS. Another feature is customers can add a license plate or driver license by selecting either a closed or open ticket. By the end of Fiscal Year 2013, 8,416 people had registered for the Email Ticket Alert Service.

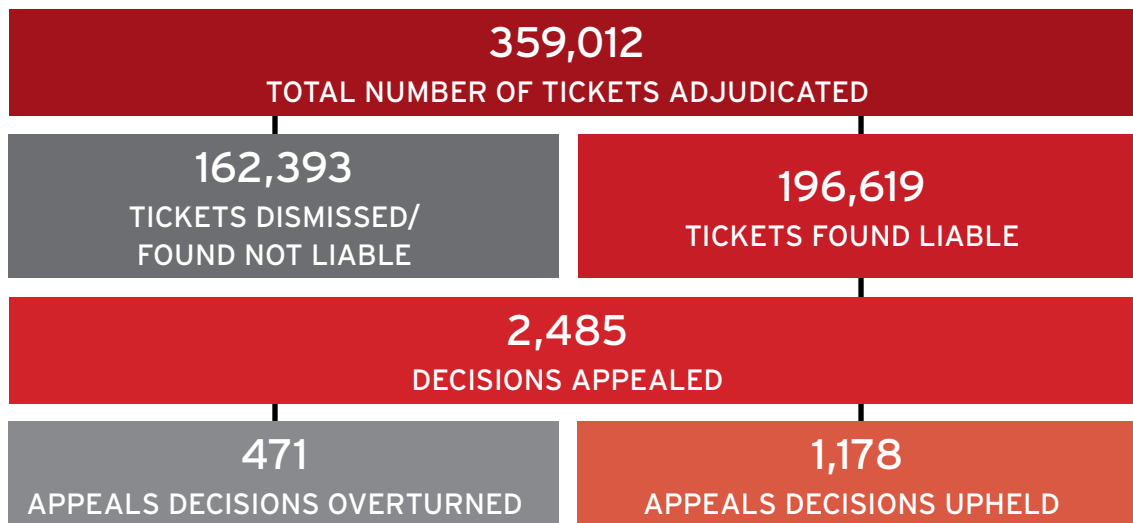
Second, DC DMV created a page on its website, "Adjudication Services Information," specifically to provide customers with information on:

- Parking and photo enforcement ticket timelines;
- Moving violation ticket timelines;
- Legal defenses to parking tickets;
- The Top 10 most frequently issued parking tickets; and
- Email Ticket Alert Services.

For its third achievement, DC DMV partnered with the District of Columbia Public Schools (DCPS) to obtain interns to assist with mail adjudication. They tracked adjudication requests and highlighted cases for hearing examiners' expedited review. As a result of having interns, DC DMV was able to reduce its response time to requests for adjudication of photo enforcement tickets by approximately 30 days.



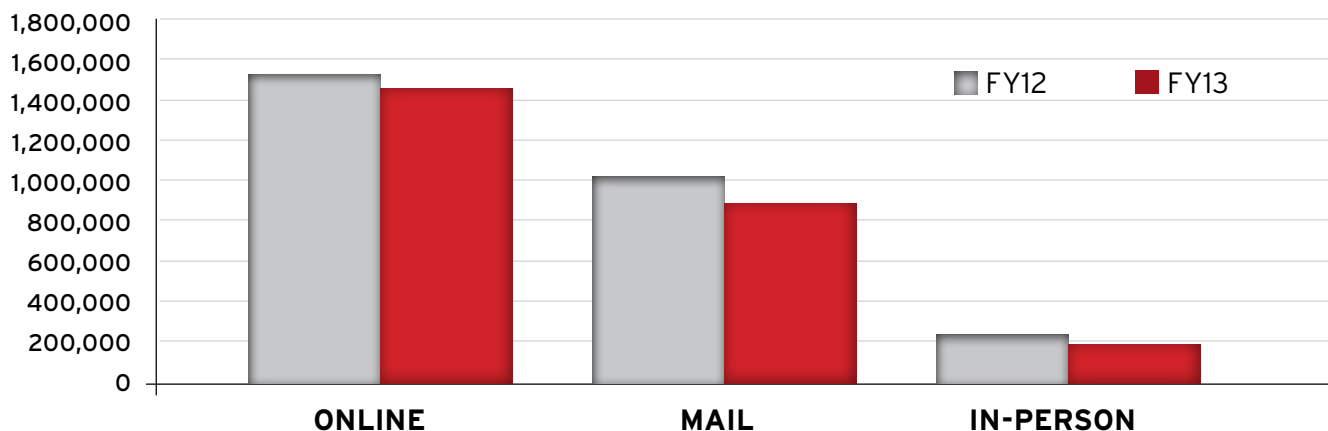
TICKETS ADJUDICATED IN FISCAL YEAR 2013



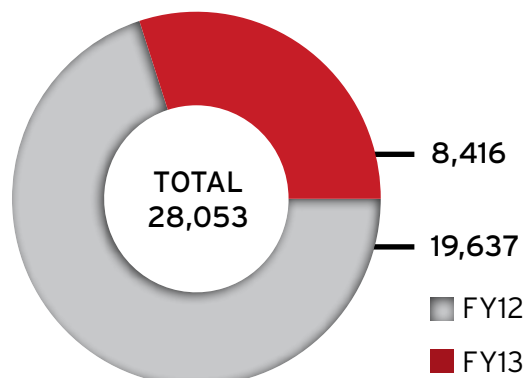
TOTAL NUMBER OF HEARINGS



NUMBER OF TICKETS PAID



TICKET ALERT SYSTEMS REGISTRATIONS





VEHICLE SERVICES

By the end of Fiscal Year 2013, DC DMV had nearly 290,000 active vehicle registrations.

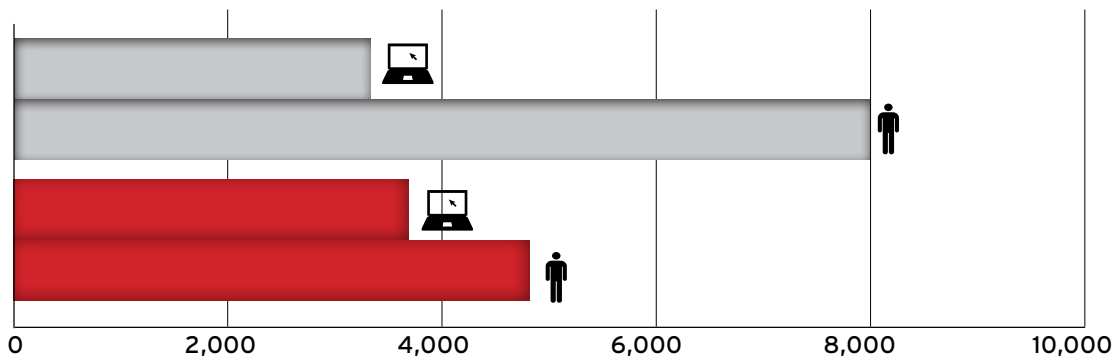
When automobile owners register vehicles in the District of Columbia, they have to pay excise tax prior to titling the vehicle when it changes ownership or when a car is titled for the first time. The excise tax depends on the weight of the vehicle, as well as make, model, and year. Also, the excise tax ranges from six percent to eight percent of the vehicle's fair market value. To help customers determine the excise tax, DC DMV created an online excise tax calculation tool. This initiative enabled customers paying by cash or money order to determine the tax at their convenience without having to make a return trip to a DC DMV service center, promoting the agency's campaign to "Skip the Trip."

Additionally, DC DMV streamlined the taxi registration renewal process to eliminate the regular backlog, which occurred during one

month of the year. Prior to Fiscal Year 2013, 80 percent of the taxi registration renewals took place in March. With this initiative, the registration renewal dates were staggered throughout the year.

DC DMV also improved the dealership registration process. Initially, dealers scheduled appointments where they were required to bring specific documents for review by DC DMV employees. In July 2013, Vehicle Services implemented the online dealership registration process allowing dealers to submit their required documentation online for review by DC DMV prior to their scheduled appointment time. This process improvement allowed DC DMV to more thoroughly review the documents and significantly shortened the meeting times.

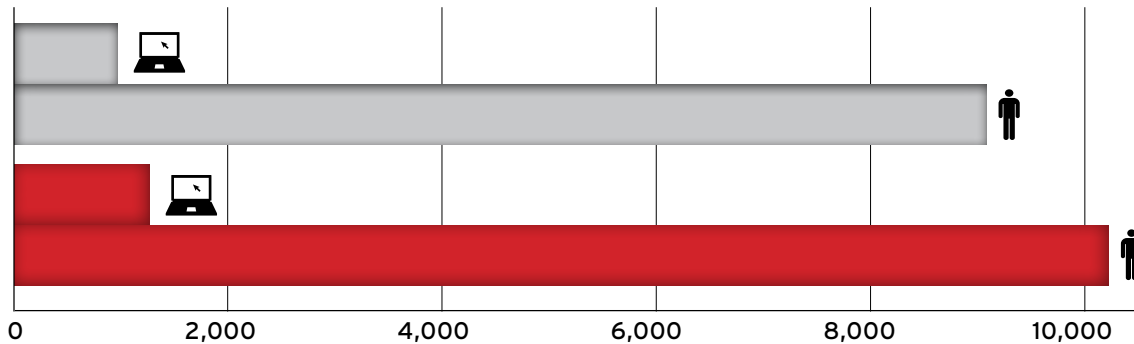
REGISTRATION REPLACEMENT



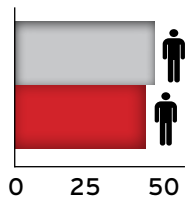
KEY

-  IN-PERSON
-  ONLINE
-  MAIL
-  FY12
-  FY13

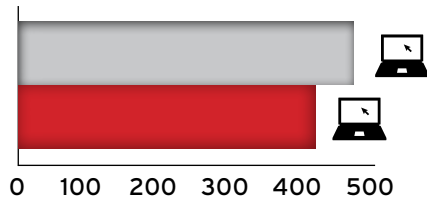
DUPLICATE TITLE REQUEST



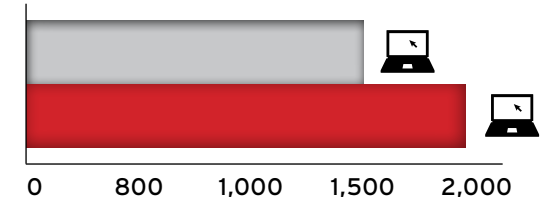
PERSONALIZED TAG REQUEST



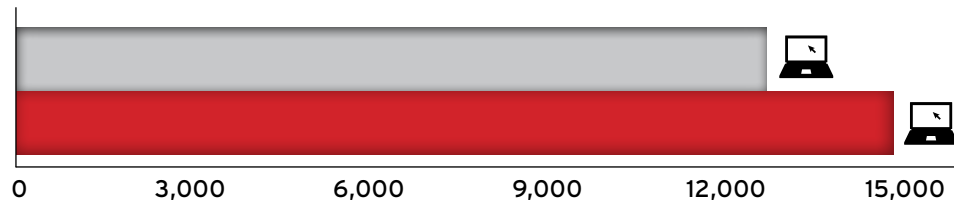
TRACK PERSONALIZED TAG ORDER



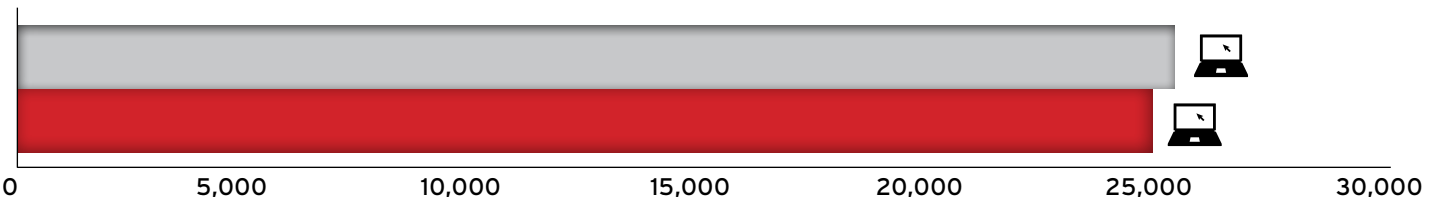
RESIDENTIAL PARKING PERMIT (RPP) REQUEST



ONLINE TAG CANCELLATION



OUT-OF-STATE TITLE STATUS





DRIVER SERVICES

DC DMV has several accomplishments in its Driver Services Administration.

To make it easier for new District residents to convert an out-of-state license, obtain an identification card, and/or register and title a vehicle, DC DMV created a brochure specifically for those new to the District.

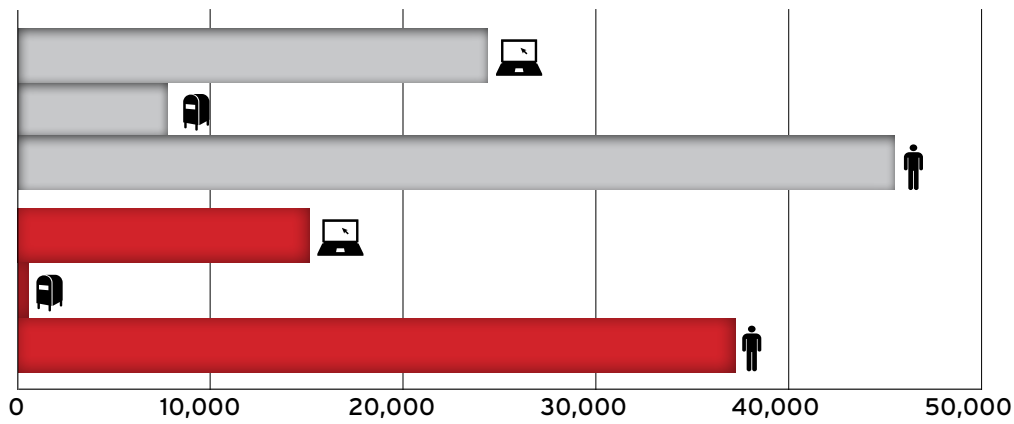
In the first half of Fiscal Year 2013, DC DMV had reduced staff administering the road skills test. Many customers had to wait more than 90 days for a scheduled appointment to take the test. DC DMV addressed this issue by implementing a program in July 2013 whereby certified third party driver instructors may administer the road test. The third party testers can charge a fee up to \$100 for providing customers with an expedited road skills test. Information about the third party testers is available on DC DMV's website.

Another accomplishment for DC DMV was changing the regulation for driver license renewal requirements. Drivers whose license has been expired for less than 365 days are required to take the knowledge test only. If their license has been expired for less than

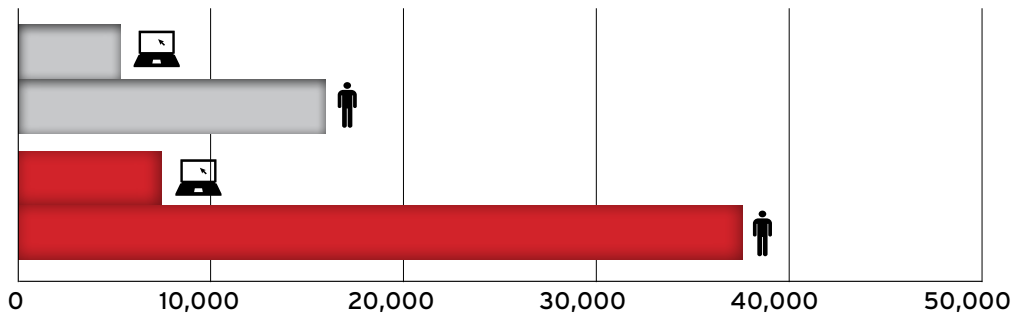
545 days, then they are required to take the knowledge and road skills tests. This initiative reduced the number of people who were required to retake the knowledge and road skills tests; thereby, reducing the wait time at the service centers, as well as decreasing the number of people who needed to make an appointment to take the road skills test.

Following requirements established by the Federal Motor Carrier Safety Administration, DC DMV implemented a change in its commercial driver license (CDL) requirements for military personnel. Beginning in January 2013, military personnel can substitute two years of safe driving experience in the military for vehicles equivalent to that of commercial motor vehicles. This change applies to the road skills test portion of the CDL driver license.

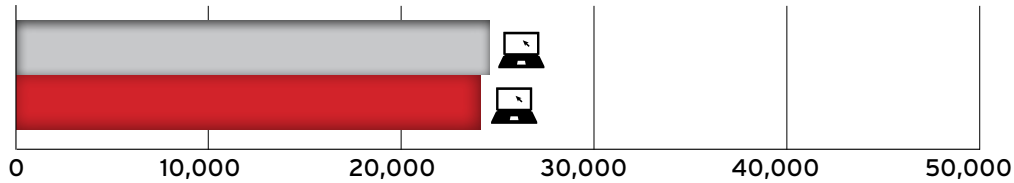
DL AND ID RENEWALS



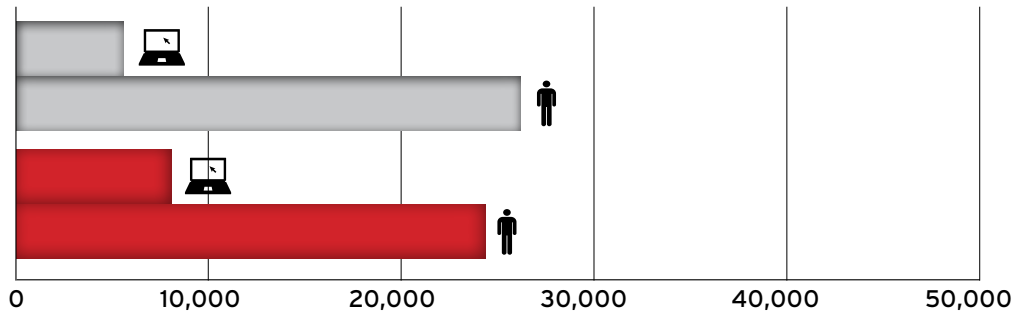
DL AND ID REPLACEMENTS



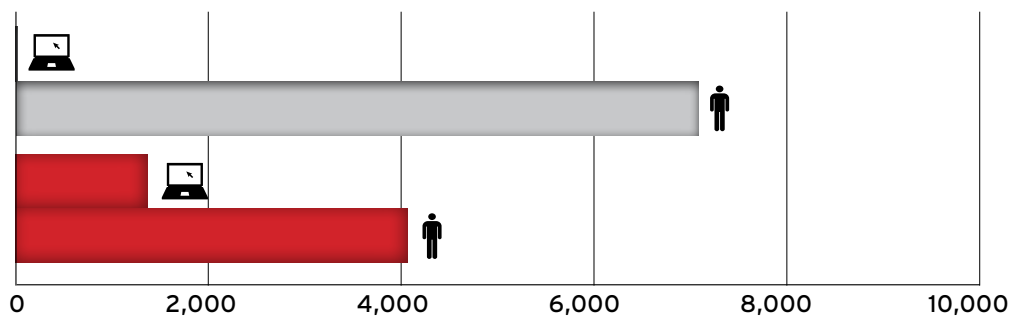
ROAD TEST APPOINTMENTS SCHEDULED



DRIVER RECORD REQUESTS



DL REINSTATEMENT FEE PAID



KEY

-  IN-PERSON
-  ONLINE
-  MAIL
-  FY12
-  FY13

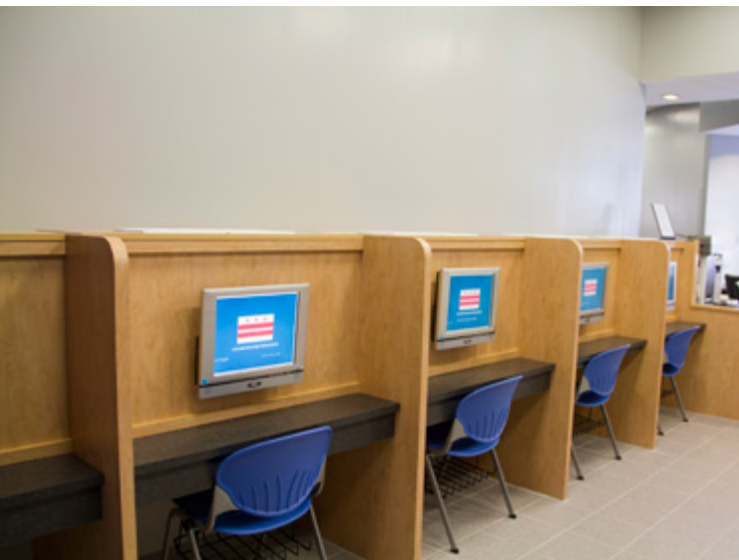


OPENING OF THE RHODE ISLAND SERVICE CENTER

With the closing of the Georgetown Service Center in May 2012, DC DMV had plans to open another service center in Ward 5, the Rhode Island Service Center.

While the new location was being built, DC DMV had its Temporary Service Center open at 301 C Street, NW in the same building as Adjudication Services. On March 27, 2013, DC DMV held the celebratory ribbon cutting ceremony for the opening of the Rhode Island Service Center. Located at Rhode Island Row Northeast, the service center is accessible to pedestrians, metro riders, and bicyclists. Additionally, there is a parking lot and street parking available for drivers. Mayor Vincent C. Gray attended the ribbon cutting ceremony as did Councilmembers Mary Cheh, Kenyan McDuffie, and Anita Bonds. Other local political

figures, District of Columbia Government employees, and community activists also attended the event. At the grand opening on April 2, 2013, DC DMV handed out gift bags filled with DC DMV branded items such as: tire gauges, WD-40 pens, notebooks, and chip clips to the first 200 customers. Through grade.dc.gov, Twitter, and Facebook, customers applauded DC DMV for the service they received at the new location. From April 2, 2013 through September 30, 2013, 64,457 customers visited the Rhode Island Service Center.



ONLINE SERVICES

The DMV is pleased to provide several driver/identification, vehicle, adjudication, and general transactions online. Using these services, you can "Skip the Trip" to our offices and conduct your DMV business wherever and whenever you choose.

General Services

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

Drivers License and Identification Card Services

- Driver License Renewal
- Drivers License Replacement
- Drivers 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

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

Adjudication Services

- Online Adjudication Request (Submit Mail Adjudication)

Ticket Payments

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



**VISIT US ON
YOUR SCHEDULE.**

It's easy to **Skip the Trip** with DC DMV.
Click. Conduct. Complete.

dmv.dc.gov

DC DMV
Department of Motor Vehicles

Save time.
Visit us online.

**SKIP
the TRIP**

The DMV is pleased to provide a variety of services. DMV services are available at various locations and are subject to change without notice. For more information, visit dmv.dc.gov.

Judiciary Square

RD Glenmont via Silver Spring



SKIP THE TRIP

DC DMV offers its customers more than 40 online and mail services, enabling them to conduct their motor vehicles transactions at their convenience.

DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES



In Fiscal Year 2013, DC DMV launched its “Skip the Trip” campaign to educate customers about and encourage them to use the agency’s online and mail services. With four different looks, the advertising campaign appealed to a diverse audience and showed the public how easy it is to access online services at dmv.dc.gov. “Skip the Trip” was promoted through press releases, Twitter, and Facebook, as well as ads on Metro trains, Metro dioramas, Metro buses, and transit shelters. Customers throughout the District of Columbia were encouraged to “Skip the Trip” and visit DC DMV on their schedule.



DC DMV IN THE COMMUNITY

■ *DC DMV is invested in its community.*

During Fiscal Year 2013, the agency participated in the:

1. THIS for Diplomats Information Session for Diplomats and their Families;
2. Senior Feast and Health Expo;
3. District's Senior Holiday Party; and
4. Mayor's Summer Fun Kickoff Event at Truck Touch.

At these events, DC DMV had the opportunity to answer questions, as well as assist and inform attendees about the agency's online and mail services.





DONATE LIFE

Do you need an organ transplant? Do you know someone who needs an organ transplant? Even if you don't know someone personally, there are thousands of District of Columbia residents who are on a transplant list waiting for an organ donation that can save their lives.

When applying for 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 in giving the gift of life?

Contact Donate Life DC at DonateLifeDC.org for more information and to register.





FINANCIAL STATEMENTS

Description	FY 2012 Actual	FY 2013 Approved	FY 2014 Proposed	% Change from FY 2013
Operating Budget	\$42,418,794	\$37,423,372	\$42,824,607	14.4
FTEs	216.1	223.0	259.0	16.1

Summary of Services

DC DMV provides service to approximately 490,000 licensed drivers and identification card holders (out of a population of more than 632,000) and 280,000 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 an estimated 200,000 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 2013 AND FY 2014 are listed by functional division.

The agency's FY 2014 proposed budget is presented in the following tables:

FY 2014 Proposed Gross Funds Operating Budget, by Revenue Type

Table KVO-1

(Dollars in Thousands)

Appropriated Fund	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change*
General Fund						
Local Funds	23,831	28,522	24,330	27,153	2,823	11.6
Special Purpose Revenue Funds	11,035	6,965	9,731	9,450	-281	-2.9
Total for General Fund	34,866	35,487	34,060	36,603	2,542	7.5
Federal Resources						
Federal Grant Funds	508	470	0	0	0	N/A
Total for Federal Resources	508	470	0	0	0	N/A
Intra-District Funds						
Intra-District Funds	4,327	6,462	3,363	6,222	2,859	85.0
Total for Intra-District Funds	4,327	6,462	3,363	6,222	2,859	85.0
Gross Funds	39,701	42,419	37,423	42,825	5,401	14.4

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 2014 Operating Appendices located on the Office of the Chief Financial Officer's website.

FY 2014 Proposed Full-Time Equivalents, by Revenue Type

Table KVO-2

Appropriated Fund	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change*
General Fund						
Local Funds	181.3	172.4	177.0	212.0	35.0	19.8
Special Purpose Revenue Funds	44.5	43.8	46.0	45.0	-1.0	-2.2
Total for General Fund	225.8	216.1	223.0	257.0	34.0	15.2
Intra-District Funds						
Intra-District Funds	0.0	0.0	0.0	2.0	2.0	N/A
Total for Intra-District Funds	0.0	0.0	0.0	2.0	2.0	N/A
Total Proposed FTEs	225.8	216.1	223.0	259.0	36.0	16.1



FY 2014 Proposed Operating Budget, by Comptroller Source Group

Table KVO-3

(Dollars in Thousands)

Comptroller Source Group	Actual FY 2011	Actual FY 2012	Approved FY 2013	Proposed FY 2014	Change from FY 2013	Percent Change*
11 - Regular Pay - Continuing Full Time	11,763	11,994	12,694	13,823	1,129	8.9
12 - Regular Pay - Other	417	428	441	574	134	30.4
13 - Additional Gross Pay	7	30	0	0	0	N/A
14 - Fringe Benefits - Current Personnel	2,818	3,005	3,446	3,968	522	15.2
15 - Overtime Pay	141	330	50	50	0	0.0
99 - Unknown Payroll Posting	0	2	0	0	0	N/A
Subtotal Personal Services (PS)	15,146	15,790	16,631	18,416	1,785	10.7
20 - Supplies and Materials	168	183	198	168	-30	-15.4
30 - Energy, Comm. and Building Rentals	497	469	512	549	37	7.1
31 - Telephone, Telegraph, Telegram, Etc.	292	339	325	401	76	23.3
32 - Rentals-Land and Structures	438	315	438	1,012	574	131.1
33 - Janitorial Services	117	93	0	0	0	N/A
34 - Security Services	1,353	1,257	1,353	1,423	71	5.2
35 - Occupancy Fixed Costs	0	0	0	78	78	N/A
40 - Other Services and Charges	3,645	3,487	5,143	5,381	238	4.6
41 - Contractual Services - Other	17,660	19,998	12,521	15,125	2,604	20.8
70 - Equipment and Equipment Rental	384	489	303	272	-31	-10.2
Subtotal Non-personal Services (NPS)	24,554	26,629	20,792	24,409	3,616	17.4
Gross Funds	39,701	42,419	37,423	42,825	5,401	14.4

*Percent change is based on whole dollars.



AMERICAN ASSOCIATION OF MOTOR VEHICLE ADMINISTRATORS AWARDS

The American Association of Motor Vehicle Administrators (AAMVA) is an organization dedicated to developing model programs in motor vehicle administration, law enforcement, and highway safety, which includes promoting uniformity and reciprocity among its members. AAMVA also provides guidelines for more effective public service.

Annually, AAMVA awards member organizations for their work in different sectors. DC DMV was honored to win three Public Affairs and Consumer Education (PACE) awards in Region I for:

- Best Photo Taken by a DMV Employee;
- Best Website, Externally-Produced; and
- Best Print or Electronic Newsletter, External.

Congratulations and thanks to all DC DMV employees for their dedicated services in making DC DMV an industry winner.



VISIT US ON YOUR SCHEDULE.

It's easy to **Skip the Trip** with DC DMV.
Click. Conduct. Complete.

dmv.dc.gov



Save time.
Visit us online.



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

COMMERCIAL DRIVERS 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

RHODE ISLAND SERVICE CENTER

*Located in Rhode Island Row at the Corner of Rhode
Island Ave., NE (Near CVS) and Washington Place, NE*
2350 Washington Place, NE
Suite 112N
Washington, DC 20018

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

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dmv.dc.gov



@dcdmv



dcdmv