

**THE DEPARTMENT OF MOTOR VEHICLES
AGENCY PERFORMANCE OVERSIGHT HEARING
ON FISCAL YEAR 2007 – 2008 BUDGETS**



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

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

**Tuesday, February 26, 2008
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 sit here before you and reflect on memories of yesteryear. Our achievements could not have been accomplished without the support and input from our customers, our employees and this Committee. I 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. I say, as I always say, I am truly humbled to be able to call such dedicated individuals my "co-workers" and thank them for allowing me to be a part of Team DMV.

We provide service to approximately 440,000 licensed drivers/identification card holders and 270,000 registered vehicles at four service centers. We conduct the adjudication services and collect ticket payments for more than 2.4 million tickets each year. We also conduct over 219,000 annual vehicle inspections. These are daunting tasks which result in more D.C. resident interaction than almost any other government department.

Fiscal Year 2007 and first quarter Fiscal Year 2008 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 critical to ensuring we have the internal and external pieces of the puzzle in place to up the ante in terms of our regulatory requirements and customer service.

On April 2, 2007, our C Street, NW Service Center relocated to our new 95 M Street, SW facility. This has allowed our Adjudication function, which was co-located at C Street, to expand into the entire area and better align its staff to provide necessary adjudication services. We have also transitioned to a new

ticket processing contract which provides a new web-based application. We are currently working to enhance features to include an automated payment plan.

In preparation for the C Street relocation, we relocated several functions to our other service centers to take advantage of the strategic division of our driver and vehicle functions. Although residents can still obtain basic licensing, identification, titling and registration services at all service locations, specialized services have been relocated to help equally distribute the workload to every location. The commercial driver's license function relocated from our C Street facility to our Brentwood facility. Our non-US citizen services relocated from our C Street facility to our Georgetown facility. Our Penn Branch facility has been assigned our backoffice driver records function and the Southwest facility houses personalized/organizational tags, temporary tags, dealer services and taxi services. Although our driver improvement function remains at C Street for processing driver license reinstatements, we are analyzing whether it can be accommodated in an existing service center.

We have moved forward with major changes. To accommodate these changes, we improved or totally upgraded our systems to replace outdated equipment. All service center facilities received a new queuing system in April 2007. We have further redefined our contract requirements for our pending knowledge testing system to ensure compliance with the Language Access Act, and we visited other jurisdictions to ensure we include the latest technology and best practices. To support the knowledge testing system, we also unveiled an improved driver manual, including a motorcycle manual. We upgraded our camera system to ensure reliability and integrate the picture with our licensing system. Prior to the transfer of our call center to the Office of Unified Command Center in January 2008, we upgraded our call center system to ensure adequate lines were available to service our customers.

Since we also have a requirement that the vehicle used for the road test must have a center handbrake (as a safety mechanism for the road test examiner), we worked with our General Counsel and the Department of Public Works to provide vehicles for residents to use if they do not have access to the necessary vehicle.

Our Southwest Inspection Station continued to service the District with little to no lines. This resulted in the Administration's decision not to complete the construction of the NE Inspection Station. In August, we completed the installation of the necessary dynamometer equipment that allows us to be in compliance with federal requirements for older vehicles. The District Department of the Environment, as the District's air quality regulatory agency, is currently reviewing the implications of decentralizing the vehicle emissions program.

We also introduced a new trip permit that allows apportioned vehicles which infrequently travel through the District 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.

Some of the internal activities performed that are not readily apparent to residents involve personnel, training and legal analysis. With the hiring of a Training Manager, we developed and conducted a comprehensive orientation program for new staff. Last year, the training division also developed and delivered a customized customer service training program to all in-house employees. We also provided detailed training on the Language Access Line.

Perhaps one of our biggest accomplishments last year was the planning and hosting of the American Association of Motor Vehicle Administrators (AAMVA) Region I Conference. We welcomed 15 jurisdictions to our city and discussed various motor vehicle topics, including the Real ID Act. As you know, the biggest issue facing motor vehicle agencies in FY08 through FY17 is the implementation of a defacto national driver's license and identification card. Now that the final

REAL ID regulations have been published, I look forward to providing this Committee with a detailed presentation on the Real ID Act, and its impact on our agency and the residents of the District.

For FY08, we have several major goals in our performance plan. We are in the process of revamping our website to provide enhanced customer information, easier navigation tools and additional online features. We are also looking at implementing a tiered parking ticket adjudication system which would include Tier 1 mail adjudication, Tier 2 in-person and Tier 3 appeal processes. Residents would also be allowed to adjudicate by submitting documentation either online or by e-mail. By adding SmarTrip technology to our credential documents, we will provide residents the choice of using their license/identification card to access mass transit. We are also laying the groundwork to implement REAL ID if the District's stakeholders choice to move forward on the Act.

In accordance with our FY08 plan, we have already converting another 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.

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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