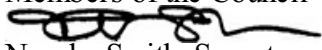


COUNCIL OF THE DISTRICT OF COLUMBIA
1350 Pennsylvania Avenue, N.W.
Washington D.C. 20004

Memorandum

To : Members of the Council

From : Nyasha Smith, Secretary to the Council
Date : Tuesday, February 16, 2021
Subject : Referral of Proposed Legislation

Notice is given that the attached proposed legislation was introduced in the Office of the Secretary on Friday, February 12, 2021. Copies are available in Room 10, the Legislative Services Division.

TITLE: "Board of Directors of the Washington Metropolitan Area Transit Authority
Lucinda Babers Appointment Resolution of 2021", PR24-0089

INTRODUCED BY: Chairman Mendelson

The Chairman is referring this legislation to Committee of the Whole.

Attachment
cc: General Counsel
Budget Director
Legislative Services


Chairman Phil Mendelson

1
2
3
4
5
6 A PROPOSED RESOLUTION
7
8
9

10
11 IN THE COUNCIL OF THE DISTRICT OF COLUMBIA
12
13
14

15
16 To appoint Ms. Lucinda Babers as a principal member of the Board of Directors of the Washington
17 Metropolitan Area Transit Authority.
18

19 RESOLVED, BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this
20 resolution may be cited as the “Board of Directors of the Washington Metropolitan Area Transit
21 Authority Lucinda Babers Appointment Resolution of 2021”.

22
23 Sec. 2. The Council of the District of Columbia appoints:

24 Ms. Lucinda Babers
25 G Street, SW
26 Washington, D.C. 20024
27 (Ward 6)

28 as a principal member of the Board of Directors of the Washington Metropolitan Area Transit
29 Authority, in accordance with section 5 of the Washington Metropolitan Area Transit Authority
30 Compact, approved November 6, 1966 (80 Stat. 1324; D.C. Official Code § 9-1107.01(5)), and
31 the Washington Metropolitan Area Transit Authority Board of Directors Act of 2012, effective
32 April 27, 2013 (D.C. Law 19-286; D.C. Official Code § 9-1108.11), replacing Corbett Price, for
33 the remainder of an unexpired term to end June 30, 2023.

34 Sec. 3. The Council of the District of Columbia shall transmit a copy of this resolution,
35 upon its adoption, to the appointee, the Washington Metropolitan Area Transit Authority, and to
36 the Office of the Mayor.

37 Sec. 4. This resolution shall take effect immediately upon the first date of publication in
38 the District of Columbia Register.

LUCINDA M. BABERS

█ G Street, SW, Unit █, Washington, DC 20024
█ █

PROFESSIONAL SUMMARY

Accomplished, innovative, and results-oriented senior executive with proven ability to lead change and develop and implement policies, standards, and best practices supporting operational objectives in military, corporate, and government organizations. Ability to successfully transfer skills to corrections, public works, transportation (car, bicycle, scooter, bus, and rail), consumer protection, motor vehicles (city, county, and state functions), adjudication, for-hire vehicles, environment, building inspections, consumer products, and city administration.

SKILLS

Leadership
Operational/Program Management
Performance Management
Financial/Budget Management
Multichannel Customer Service

Critical Thinking
Strategic Planning
Facilitation/Training
Process Improvement
Data and Trend Analysis

KEY ACCOMPLISHMENTS

- Proposing permanent telework concept, due to COVID-19, for over 65% of DMOI employees by creating consolidated customer service center (for customer virtual meetings and computer/printer access) and hoteling center for employees to reserve office space.
- Coordinating one of most aggressive environmental legislative acts with goals to reduce greenhouse gas emissions and energy consumption by 50% by 2032; to derive 50% of energy using renewable sources by 2032; to require 50% zero-emissions by 2030 for public and company fleet vehicles; and to mandate 25% zero-emissions by 2030 for private vehicles registered in city.
- Administering guidance for multi-year cleanup of Anacostia River Sediment environmental project to make river swimmable and fishable.
- Overseeing District's largest construction project consisting of building new \$500M bridge scheduled for December 2021 opening—on budget and on time.
- Created and maintained customer service channels by phone, email, social media, online transactions, and Internet information.
- Restructured motor vehicle agency into core operational units to align with customers' needs and create ability to nimbly change as needs changed.
- Reduced vehicle inspection station lines by 60% by filling vacancies, redirecting fee payment to registration transaction, and streamlining inspection process. Changes resulted in eliminating plans to open additional facility and reducing hours from 12 hours 6 days per week to 8 hours 5 days per week. Years later, eliminated safety inspection to further reduce customer wait time.
- Developed ability for customers to submit traffic related tickets online for

LUCINDA M. BABERS

█ G Street, SW, Unit █ Washington, DC 20024
█ █

- tags to allow for customer vehicle inspections. Customers then renewed online.
- Reduced traffic ticket appeals by 90% by implementing reconsideration process.
 - Eliminated traffic ticket appeal backlog, from 24 months to 45-day turnaround, by creating one-year full time Appeals Board to provide dedicated resources.
 - Conducted six-month ticket amnesty program which collected over \$5M in city delinquent ticket debt by allowing customers to pay original fine amount.
 - Executed customer service initiatives including allowing driver instructors to conduct customer road tests, providing computer kiosks at each location for customers to obtain breeder documents, conducting senior outreach related to online services, allowing seniors to more easily verify proof of identity and extending license expiration period prior to requiring retesting for renewal.
 - Automated vehicle tag surrender refund process; thereby, streamlining process and reducing potential for financial errors in manual process.
 - Led industry in sending email renewal notices to city residents for vehicle registrations, inspections, and driver licenses/identification cards.
 - Pioneered use of “wait” watcher cameras allowing customers to view online real-time customer volume at motor vehicle locations prior to in-person visits.
 - Upgraded technology for queuing system with public service announcement capabilities for customer communication and information.
 - Passed legislation allowing customers to donate to organ donor registry when conducting motor vehicle transaction.
 - Implemented DC DMV Human Trafficking Awareness initiative to include employee training, customer brochures and trucker communication.
 - Established DMV Citizen Advisory Committee to partner with the local community on customer service improvement recommendations and initiatives.
 - Appointed AAMVA Region I President and hosted 2007 Region I Conference.
 - Served on AAMVA International Board of Directors from 2007-2008.

Deputy Director, Department of Motor Vehicles

Led departmental operations including licensing, titling, registration, inspection, call center and adjudication functions with \$76 million operating and capital budget and \$300 million revenue. Coordinated activities of 260 employees performing multi-channel customer service functions in highly regulatory and process intense environment.

- Assisted with development and implementation of agency strategic plan and revised performance measures to support organizational goals outlined in plan.
- Prepared agency budget using zero-based budget concept and ensured spending was within allowable limits; thereby resulting in no budget shortfall for 3 years.
- Reclassified over 80% of job positions resulting in increased salaries and greater employee satisfaction, retention, and cross-training.
- Provided performance evaluation training and guidance resulting in agency’s evaluation process being heralded as model for District city government.

LUCINDA M. BABERS

█ G Street, SW, Unit █ Washington, DC 20024
█ █

February 2020 appointment to Board of Directors of the Union Station Redevelopment Corporation

January 2020 appointment to Metropolitan Washington Council of Governments Board of Directors as Alternate Member

Recognized as 2015/2016 finalist for outstanding mentor for Everybody Wins! reading program at elementary school.

2014 AAMVA Region I PACE Awards for Moving on to Central Issuance (Category 1D, Other Print Publication)

2011 International AAMVA Customer Service Excellence Award for Implementing Online Adjudication Requests

Implementing Alternative Services Presenter at 2011 AAMVA Region I Conference

2011 AAMVA Region I PACE Award for Getting HIV Tested at DMV

Budget Crisis Solutions Presenter at 2010 AAMVA Region I Conference

2009 International Parking Award from International Parking Institute for Creating Paperless Ticket Management and Adjudication Process

2009 International AAMVA Customer Service Excellence Award for Making Online Services Sexy

District of Columbia Federation of Citizens Association recognized Department of Motor Vehicles as Greatest Improvement in Public Service for 2006

EDUCATION

Executive Leadership Program, *The George Washington University*, Center for Excellence in Public Leadership, Washington, DC

Project Management Certificate, *Rutgers University*, School of Business Executive Education, Camden, NJ

Master of Science in Business, Management of Technology Concentration, *Johns Hopkins University*, Baltimore, MD

Bachelor of Industrial Engineering, *Georgia Institute of Technology*, Atlanta, GA