



American Association of Motor Vehicle Administrators

MEMO

TO: Chief Motor Vehicle Officials
Chief Law Enforcement Officials
Chief Driver License Administrators
REAL ID Steering Committee
AAMVA Board of Directors

FROM: Neil D. Schuster, President & CEO 

DATE: Monday, October 15, 2007

RE: NDR System Slowdowns

As you know, the National Driver Register (NDR) has been experiencing some system slowdowns over the last several days with the Problem Driver Pointer System (PDPS). As I indicated in my memorandum dated October 10th, the initial findings seem to indicate that the system slowdowns are due to resource issues on NDR's system. These issues are the direct consequence of significant increases in the volume of queries received by NDR over the last several weeks. NDR's vendor has been actively engaged through out the last few weeks in reviewing the system parameters to improve performance where possible.

Sunday, AAMVA staff in conjunction with NDR staff and their vendor spent most of the day testing the system in order to improve performance. While some progress was made, additional analysis needs to be done to identify other areas for optimization. As a consequence, and in consultation with NDR, states are asked to refrain from implementing any new code in production that would increase the number of queries being sent to PDPS until the NDR is able to stabilize the system. AAMVA, the NDR and their computer resource vendor are actively researching long term system enhancements that will prevent any further delays in processing. When NDR is confident the system can efficiently handle additional increases from the States we will communicate that information to you.

I want to assure you that my staff as well as NDR's and their vendor are fully committed to resolve this issue in the most expedient manner.

Please feel free to contact me directly at (703) 908-5766 or Sean McLaurin, Chief National Driver Register, at (202) 366-4800.

Thank you.

NDS/sfb