




## American Association of Motor Vehicle Administrators

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### 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

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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 10<sup>th</sup>, 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