



DEPARTMENT OF MOTOR VEHICLES

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 DEPARTMENT OF MOTOR VEHICLES

Mission: The mission of DMV is to promote the safe operation of motor vehicles and public safety while providing outstanding customer service.

Services: The DMV provides service to approximately 600,000 licensed drivers and identification card holders (out of a population of more than 650,000) and 300,000 registered vehicles at four service centers. We conduct adjudication services and collect ticket payments for 2.5 million tickets each year. We also conduct approximately 150,000 annual vehicle inspections. Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance expectations are listed by functional division.

2 2024 ACCOMPLISHMENTS

| Accomplishment | Impact on Agency | Impact on Residents |
|--|--|---|
| DMV implemented State-to-State Driver Record Verification | The DC DMV gains improved efficiency and compliance with the REAL ID Act, streamlined operations, reduced fraud, and enhanced public trust through accurate, up-to-date driver records, including out-of-state convictions and withdrawals. | The S2S Verification Service reduces processing time for obtaining licenses and IDs, ensures accurate driver history records, enhances driving safety, protects against unsafe vehicles, and reduces fraud, contributing to overall public safety in DC. |
| Enhanced Temporary tag Design | The DMV benefits from streamlined operations and enhanced security measures, improving efficiency and reducing the risk of fraud. | The enhanced and modernized temporary tag design offers increased security and a more efficient issuance process, making it quicker and safer for residents to obtain temporary tags. |
| The Launch of the DC Permit Prep Bootcamp Educational Outreach Program | The program showcases the DMV's commitment to transportation equity and education. It streamlines the process for young residents to obtain permits, increasing public trust and improving overall operational efficiency within the agency. | The DC Permit Prep Bootcamp enhances access to essential services, allowing teens and young adults to acquire learner permits more efficiently. This boosts transportation equity and provides them with the necessary knowledge for safer driving practices. |

3 2024 OBJECTIVES

Strategic Objective

Provide outstanding customer service.

Develop and retain a skilled and diverse workforce.

Protect and secure DMV data and processes.

Cultivate innovative solutions to improve customer safety.

Optimize processes and systems as technology evolves.

Create and maintain a highly efficient, transparent, and responsive District government.

4 2024 OPERATIONS

| Operation Title | Operation Description |
|---|--|
| Provide outstanding customer service. | |
| Title and register vehicles: Daily Service | Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles |
| Provide general and administrative support: Daily Service | Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control. |
| Adjudicate parking, moving and photo enforcement tickets: Daily Service | Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability. |
| Issue driver licenses and identification cards: Daily Service | Issue driver licenses and identification cards by providing 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. |
| Develop and retain a skilled and diverse workforce. | |
| Provide general and administrative support: Daily Service | Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control. |
| Protect and secure DMV data and processes. | |
| Provide general and administrative support: Daily Service | Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control. |
| Issue driver licenses and identification cards: Daily Service | Issue driver licenses and identification cards by providing 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. |
| Systems necessary for DMV operations: Daily Service | Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements. |
| Title and Register Vehicles: Daily Service | Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles |
| Cultivate innovative solutions to improve customer safety. | |
| Issue driver licenses and identification cards: Daily Service | Issue driver licenses and identification cards by providing 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. |
| Provide general and administrative support: Daily Service | Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control. |
| Information technology: Daily Service | Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements. |
| Title and Register Vehicles: Daily Service | Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles. |

(continued)

| Operation Title | Operation Description |
|---|--|
| Optimize processes and systems as technology evolves. | |
| Issue driver licenses and identification cards: Daily Service | Issue driver licenses and identification cards by providing 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. |
| Title and Register Vehicles: Daily Service | Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles. |
| Adjudicate parking, moving and photo enforcement tickets: Daily Service | Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability. |
| Systems necessary for DMV operations: Daily Service | Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements |
| Agency Management: Daily Service | Optimize processes and systems as technology evolves. |

5 2024 STRATEGIC INITIATIVES

In FY 2024, Department of Motor Vehicles had 12 Strategic Initiatives and completed 66.6666667%.

| Title | Description | Update |
|---|--|---|
| Expand Online Document Verification Guide | By September 2024, DMV will enhance and expand the DC DMV's Online Document Verification Guide to assist customers in identifying required documents for DMV services. | Completed to date: 25-49% The agency's delay is attributed to competing priorities. We expect completion in the second quarter of FY2025. The agency's delay is attributed to competing priorities. We expect completion in the second quarter of FY2025. |
| Include Ticket Alert System (TAS) within DCDMV Mobile App | The DMV will implement the inclusion and functionality of the Ticket Alert System (TAS) within the DCDMV Mobile App by June 30, 2024 | Completed to date: 50-74% The agency's delay is attributed to competing priorities. We expect completion in the second quarter of FY2025. The agency's delay is attributed to competing priorities. We expect completion in the second quarter of FY2025. |
| Redesign the DMV Motorcycle Driving Manual | By August 2024, DMV will redesign and publish an improved DC DMV Motorcycle Driving Manual that is easier to navigate with more user-friendly features. | Completed to date: 75-99% Manual redesign completed by vendor and delivered to DC DMV; publishing and posting activities pending review and approval from EOM. Manual redesign completed by vendor and delivered to DC DMV; publishing and posting activities pending review and approval from EOM. |
| Redesign the DMV Commercial Driver License (CDL) Manual | By May 2024, DMV will redesign and publish an improved DC DMV Commercial Driver License Manual that is easier to navigate with more user-friendly features. | Completed to date: 75-99% Manual redesign completed by vendor and delivered to DC DMV; publishing and posting activities pending review and approval from EOM. Manual redesign completed by vendor and delivered to DC DMV; publishing and posting activities pending review and approval from EOM. |
| Develop Drug and Alcohol Clearinghouse | By February 2024, DMV will develop and implement a Drug and Alcohol Clearinghouse that will provide real-time access to information about Commercial Driver License (CDL) drug and alcohol program violations. | Completed to date: Complete This initiative has been completed. |
| Develop a Customer Outreach Strategy for DUI Prevention | To increase awareness of the dangers related to alcohol-impaired driving, by July 2024, DMV will develop and implement a customer outreach strategy for Driving Under the Influence (DUI) prevention and enhance the DC DMV Mandatory Ignition Interlock Device (IID) Program webpage. | Completed to date: Complete This initiative has been completed. |

| | | |
|---|---|---|
| Develop a CDL Outreach Strategy | To increase awareness of Commercial Driver License (CDL) training and licensure requirements, by July 2024, DMV will develop and implement a CDL outreach strategy to include informational newsletters, PSA's, and website enhancements. | Completed to date: Complete This initiative has been completed. |
| Develop an Active Duty Military and Foreign Service Residents Webpage | By January 2024, DMV will develop a webpage providing information on DMV services and transactions for Active Duty Military & Foreign Service residents. | Completed to date: Complete New webpage was launched in January 2024. |
| Provide Annual Customer Service Training Focused on Racial Equity | To increase awareness about the District's goal to have DC Government staff understand and commit to achieving racial equity, by April 30, 2024, DC DV will provide 95% of eligible employees with customer service training that is focused on racial equity, diversity, and inclusion. | Completed to date: Complete This initiative was met. |
| Host Job Prep Workshops and Hiring Fairs | By July 31, 2024, DC DMV will host a minimum of two job preparation workshops, as well as, host and/or participate in a minimum of two hiring fairs in communities that have unemployment rates higher than the District's overall unemployment rate, in an effort to prepare attendees for jobs within the DC DMV. | Completed to date: Complete This initiative has been met. |
| Enhance Temporary Tag Design | By September 2024, DMV will enhance and modernize the temporary tag design to include more security features and streamline the issuance process for customers in need of the service. | Completed to date: Complete This initiative was completed on September 30. |
| Develop Online Vehicle Recall Option | By September 2024, DMV will develop an online option for the public to obtain real time vehicle recall information. | Completed to date: Complete Online vehicle recall information provided by NHTSA is available via the DC DMV website. |

6 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | FY 2024 | FY 2024 Target | Was 2024 KPI Met? | Explanation of Unmet KPI |
|---|----------------|---------|---------|----------------|----------------|----------------|----------------|---------|----------------|-------------------|--------------------------|
| Provide outstanding customer service. | | | | | | | | | | | |
| Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request | Up is Better | 95.5% | 74.1% | 86.2% | 51% | 81.5% | 97.2% | 82.1% | 70% | Met | |
| Percent of mail adjudication hearings for photo violations completed within 150 days of request | Up is Better | 100% | 83.4% | 91.3% | 85.1% | 85.2% | 98.3% | 92.4% | 75% | Met | |
| Percent of customers rating Adjudication Services as satisfactory or better | Up is Better | 91.9% | 94.1% | 90% | 97% | 97.6% | 95.9% | 96.6% | 91% | Met | |
| Percent of customers rating Driver Services as satisfactory or better. | Up is Better | 92.3% | 91.8% | 92.9% | 90.7% | 87% | 86.1% | 86.9% | 88% | Nearly Met | n/a |
| Percent of customers rating Vehicle Services as satisfactory or better. | Up is Better | 97.3% | 94.2% | 94% | 91.9% | 92.3% | 93.7% | 93% | 92% | Met | |
| Percent of correspondence addressed within citywide standard of 15 days. | Up is Better | 99.1% | 100% | 100% | 100% | 100% | 100% | 100% | 95% | Met | |
| Percent of customers rating overall DMV service as satisfactory or better. | Up is Better | 95.3% | 93.3% | 93.8% | 92.6% | 92.4% | 92.1% | 92.5% | 87% | Met | |
| Average adjudication customer wait time in minutes | Down is Better | 3.3 | 3 | 4 | 3 | 4 | 3 | 3.5 | 13 | Met | |
| Average service center customer wait time in minutes | Down is Better | 14.8 | 12 | 15 | 18 | 24 | 33 | 22.5 | 30 | Met | |
| Develop and retain a skilled and diverse workforce. | | | | | | | | | | | |
| Percent of employees attending annual customer service training. | Up is Better | 97% | 98% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 97% | 94% | Met | |
| Protect and secure DMV data and processes. | | | | | | | | | | | |
| Percent of biometric facial recognition cleared within 45 days | Up is Better | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | Met | |

Key Performance Indicators (continued)

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | FY 2024 | FY 2024 Target | Was 2024 KPI Met? | Explanation of Unmet KPI |
|---|----------------|-------------|---------|----------------|----------------|----------------|----------------|---------|----------------|-------------------|--------------------------|
| Cultivate innovative solutions to improve customer safety. | | | | | | | | | | | |
| Percent of customers reached from safety education | Up is Better | 97.2% | 97.1% | 96.8% | 96.6% | 96.7% | 96.5% | 96.7% | 88% | Met | |
| Optimize processes and systems as technology evolves. | | | | | | | | | | | |
| Percent of registrations renewed online | Up is Better | 82.8% | 82.8% | 83% | 81.6% | 81.9% | 83.1% | 82.4% | 78% | Met | |
| Percent of licenses renewed online | Up is Better | 44.6% | 51% | 52.9% | 56% | 49.4% | 49.1% | 51.5% | 30% | Met | |
| Percent of ID cards renewed online | Up is Better | 19.2% | 24.8% | 27.7% | 31% | 27.8% | 28.2% | 28.7% | 12% | Met | |
| Percent of organ donor designees through DMV | Up is Better | 43.6% | 43.5% | 43.3% | 43.1% | 43% | 42.8% | 43.1% | 40% | Met | |
| Create and maintain a highly efficient, transparent, and responsive District government. | | | | | | | | | | | |
| Percent of new hires that are District residents | Up is Better | New in 2023 | 69% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 61.7% | - | - | |
| Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia | Up is Better | New in 2023 | 18.2% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 45.5% | - | - | |
| Percent of employees that are District residents | Up is Better | New in 2023 | 58.3% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 60.8% | - | - | |
| Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time. | Up is Better | New in 2023 | 0% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 0% | - | - | |

Key Performance Indicators (continued)

| Measure | Directionality | FY 2022 | FY 2023 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | FY 2024 | FY 2024 Target | Was 2024 KPI Met? | Explanation of Unmet KPI |
|--|----------------|-------------|-------------|----------------|----------------|----------------|----------------|---------|----------------|-------------------|--------------------------|
| Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years. | Up is Better | New in 2023 | New in 2023 | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 92.6% | - | - | |

Workload Measures

| Measure | FY 2022 | FY 2023 | FY 2024 Q1 | FY 2024 Q2 | FY 2024 Q3 | FY 2024 Q4 | FY 2024 |
|---|---------|---------|----------------|----------------|----------------|----------------|---------|
| Adjudicate parking, moving and photo enforcement tickets | | | | | | | |
| Percent of parking tickets adjudicated | 13.3% | 11.4% | 9% | 8.2% | 13.8% | 17.1% | 11.9% |
| Percent of moving tickets adjudicated | 43.5% | 24.1% | 31.1% | 10.3% | 31.6% | 19.2% | 22.4% |
| Percent of photo tickets adjudicated | 8.7% | 8.5% | 6.5% | 5.6% | 5.5% | 8.8% | 6.8% |
| Issue driver licenses and identification cards | | | | | | | |
| Number of driver licenses issued | 111,526 | 108,260 | 25,278 | 26,869 | 28,306 | 31,435 | 111,888 |
| Number of identification cards issued | 36,441 | 33,789 | 7,591 | 8,634 | 9,006 | 8,962 | 34,193 |
| Title and register vehicles | | | | | | | |
| Number of vehicle registrations issued | 200,444 | 213,792 | 49,985 | 50,015 | 50,842 | 54,553 | 205,395 |
| Provide general and administrative support | | | | | | | |
| Percent of employees trained on customer service | 97% | 98% | Annual Measure | Annual Measure | Annual Measure | Annual Measure | 97% |
| Number of employees | 270 | 254 | 266 | 279 | 331 | 331 | 331 |
| Number of customers reached | 36,961 | 10,925 | 20,465 | 21,687 | 22,510 | 23,539 | 88,201 |