



Department of Motor Vehicles DMV (KV)

MISSION

The mission of the Department of Motor Vehicles (DMV) is to provide excellent customer service and to promote public safety by ensuring the safe operation of motor vehicles.

SUMMARY OF SERVICES

The DMV provides service to approximately 440,000 licensed drivers and identification card holders and 257,000 registered vehicles at four service centers. DMV conducts adjudication services and collects ticket payments for more than 2.4 million parking and traffic tickets each year. It also conducts over 219,000 annual vehicle inspections.

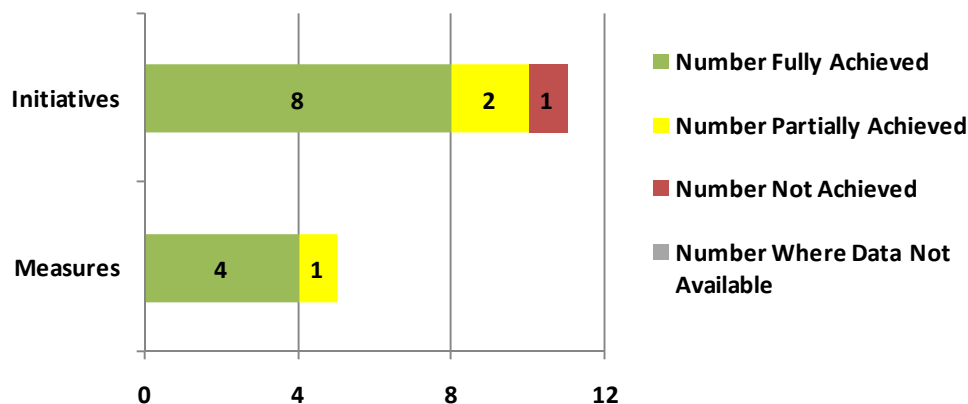
AGENCY OBJECTIVES

1. Make it easier, faster, and friendlier to do business with DMV.
2. Ensure a skilled and diverse workforce for quality customer service.
3. Ensure the integrity and security of DMV's registration, licensing and adjudication services and facilities.

3 KEY ACCOMPLISHMENTS

- ✓ Implemented numerous online services that allow customers to "skip the trip," increasing customer convenience and decreasing DMV lines.
- ✓ Made additional Saturday service center hours available to better serve customer's schedules.
- ✓ 85% of customers rated DMV service as satisfactory or better.

OVERVIEW OF AGENCY PERFORMANCE










Performance Initiatives – Assessment Details



Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.

-  **INITIATIVE 1.1: Reduce wait times on Saturdays.**
Fully Achieved. On January 1, 2008, DMV changed the hours of operation at the Georgetown Service Center from Monday through Friday to Tuesday through Saturday. Customers now have two Service Center options on Saturdays -the Southwest and Georgetown Service Centers.
-  **INITIATIVE 1.2: Revamp the DMV website to provide customers with enhanced information.**
Fully Achieved. On May 30, 2008, DMV rolled out an enhanced website that includes information related to buying and selling vehicles, the lemon law, identity theft and optimal times to visit DMV's service locations.
-  **INITIATIVE 1.3: Pursue parking ticket adjudication by mail only and provide an option for e-mail adjudication.**
Not Achieved. After conducting research and receiving customer and Council input, DMV placed this initiative on-hold.
-  **INITIATIVE 1.4: Begin implementation of SmarTrip in DC drivers' licenses and identification cards.**
Partially Achieved. DMV continues to work with the Washington Metro Area Transit Authority, Office of the Chief Technology Officer, and DMV's licensing vendor to implement this initiative by December 31, 2008. DMV is currently testing the card stock with imbedded chip in its license printing machines.
-  **INITIATIVE 1.5: Create at least five Public Service Announcements (PSAs).**
Fully Achieved. On January 31, 2008, DMV completed five PSAs related to obtaining license/ID, registering a vehicle, adjudicating a ticket and basic DMV information. These PSAs, along with one related to organ donation, are currently being shown in its service center locations to customers waiting to receive service.

OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

-  **INITIATIVE 2.1: Develop and implement a customer satisfaction survey.**
Fully Achieved. On December 31, 2007, DMV introduced a new customer service survey to obtain customer feedback on service operations. The survey is being distributed in-person, by mail and by e-mail, and results are provided to senior staff on a monthly basis for review.
-  **INITIATIVE 2.2: Provide Cultural Competency Training for frontline employees.**
Fully Achieved. DMV provided its personnel with a management briefing, a brochure related to diversity, and a one-day classroom training session in FY2008.



- **INITIATIVE 2.3: Create an e-learning program for employees.**
Fully Achieved. DMV procured an agency e-learning system in FY2008 and is working with a contractor to develop an e-learning module on the licensing/identification issuance process.

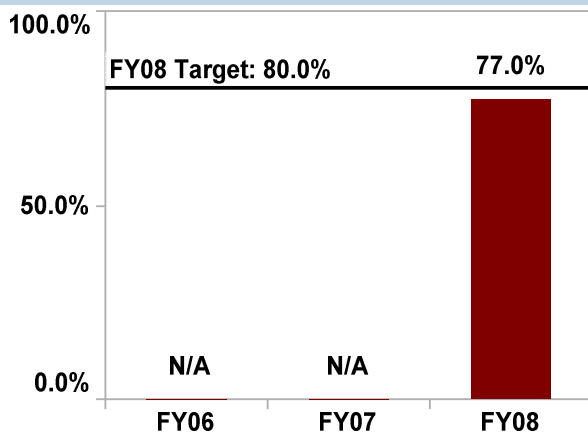
OBJECTIVE 3: Ensure the integrity and security of DMV's registration, licensing and adjudication services and facilities.

- **INITIATIVE 3.1: Implement REAL ID.**
Partially Achieved. DMV is taking steps to ensure the security of licenses and identification cards and is on track to implement these secure processes by January 2010, with most of the work taking place in FY2009. In FY2008, DMV completed its review of procedures and documents for non-citizens.
- **INITIATIVE 3.2: Develop and implement an automated inventory control system.**
Fully Achieved. DMV implemented an automated inventory control system on January 31, 2008, to track registration, license, adjudication, inspection and miscellaneous office inventory. The inventory system has streamlined operations and ensured critical inventory is kept in stock.
- **INITIATIVE 3.3: Develop and implement a registration and licensing transaction auditing process.**
Fully Achieved. DMV developed a transaction auditing process by January 31, 2008. The process includes over 18 reports that are used to audit licensing and registration transactions and to identify possible areas of fraud and abuse.



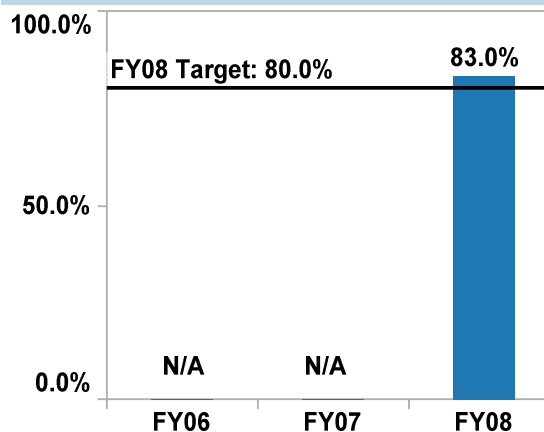
Key Performance Indicators – Highlights

From Objective 1: % of Mail Hearings Completed Within 150 Days of Request




PARTIALLY ACHIEVED


From Objective 1: % of Serv. Center Cust. Wait Times 40 Mins. Or Less




FULLY ACHIEVED


More About These Indicators:

How did the agency's actions affect this indicator?

- KPI was modified about halfway through FY08 to accommodate the inability to hire additional hearing examiners and the requirement to modify the hearing records.
- Developed a mail adjudication reduction strategy that included re-deployment of at least 2 hearing examiners daily to the mail adjudication rotation to work along with the 2 mail adjudicators.
- Used overtime to reduce the adjudication backlog to allow the previously mentioned enhancements to be effective.

What external factors influenced this indicator?

- Customers continued to submit adjudication request either by phone or multiple channels (i.e., Mayor or Council's Office). This resulted in the need to redirect adjudication resources to address these requests outside of the normal adjudication process.

How did the agency's actions affect this indicator?

- Customer queuing system was updated to provide flexibility in redirecting customers to process them faster.
- Managers and supervisors were trained on properly monitoring and adjusting the queuing system to maintain customer flow.
- Hired more service center managers and customer service representatives to fill vacancies and increase management and processing efficiencies.
- Implemented numerous online services that allow customers to "skip the trip."

What external factors influenced this indicator?

- Through media advertisement and the use of the DMV website, customers became more aware of what online services were available which eliminated the need to visit the DMV in person.



Key Performance Indicators – Details

Performance Assessment Key:

- Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.					
● % of mail adjudication hearings completed within 150 days of request	N/A	N/A	80%	77%	82%
● % of service center customers whose wait times are 40 minutes or less	N/A	N/A	80%	83%	85%
● % of vehicle inspections completed within 15 minutes or less	N/A	N/A	80%	100%	100%
● % of agency correspondence (US mail and E-mail) acknowledged within two business days	55%	69%	80%	95%	95%
OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.					
● % of customers rating DMV service as satisfactory or better	N/A	N/A	80%	85%	88%
OBJECTIVE 3: Ensure the integrity and security of DMV's registration, licensing and adjudication services and facilities.					
<i>None applicable to this objective</i>					