



FY09 PERFORMANCE PLAN Department of Motor Vehicles

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 (out of a population of 590,000) and 257,000 registered vehicles at four service centers. We conduct adjudication services and collect ticket payments for more than 2.4 million tickets each year. We also conduct over 219,000 annual vehicle inspections.

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

INITIATIVE 1.1: Implement Electronic Insurance Verification System.

In the District, continuous insurance is required for all vehicles validly registered. To achieve this objective, DMV requires insurance companies to notify us when a person cancels his/her insurance. We then contact the person to verify whether he or she selected a new insurance company or it is a true lapse in insurance (Insurance lapse fines are then assessed.). The DMV spends many hours working directly with customers to verify insurance, and an electronic insurance verification system will reduce the time burden on both the customer and DMV employee. Implementation of this system is expected by August 2009 and will cost an estimated \$250,000.

INITIATIVE 1.2: Implement new Knowledge Testing System.

DMV currently has a knowledge testing system that is no longer supported by the vendor, causing system downtime at various sites throughout the year. By February 2009, DMV will implement a new touch-screen knowledge testing system integrated with the DMV's licensing system at an estimated cost of \$250,000. The testing system will also ensure DMV complies with the Language Access Act by offering the knowledge test in the six required languages - English, Spanish, Chinese, Vietnamese, Korean and Amharic.

INITIATIVE 1.3: Increase E-Mail Renewal Notifications

On October 1, 2008, DMV rolls out a pilot for e-mail vehicle registration renewals, including a website renewal link to encourage customers to renew their registrations online. If the customer does not renew the registration within 25 days of expiration, then a paper notice is mailed. By January 12, 2009, DMV will introduce e-mail renewal noticing for inspections, driver's licenses and identification cards. This initiative is estimated to reduce mail costs by 10%, with the savings increasing in future years as more customers provide e-mail addresses and also renew online.

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

INITIATIVE 2.1: Create a safety position for at-risk driver populations.

Studies have shown that teens and seniors are the most at-risk driver populations to operate vehicles unsafely. Although most jurisdictions focus on programs to serve these two populations, DC DMV does not have a skilled resource dedicated to them. Therefore, we will create a Safety position to ensure the DMV offers resources and information to these two driving populations, including web-based safety content. The cost of this initiative will be the salary and benefits for the position which will be taken from existing FY09 resources. This initiative will be completed by July 2009.



INITIATIVE 2.2: Provide customer service training for employees.

DMV consistently strives to meet and exceed customer expectations on a daily basis. To achieve this objective, we must create and deliver a comprehensive customer service curriculum that builds on previous training by providing hands-on training that reiterates basic customer service techniques. By September 2009, DMV will deliver an in-house 2-day customer service course to 98% of DMV employees. The course will be coordinated with the District Office of Disability to also include training related to serving customers with disabilities.

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

INITIATIVE 3.1: Increase credential security.

DMV will make process and technology changes to increase the security of our driver's licenses and identification cards. By December 2009, we will add additional security features to the driver/identification cardstock and reengineer our process to take images of all breeder documents (i.e., passports, birth certificates, etc.) that are submitted for verification. We will also integrate our licensing system with the immigration agency to verify immigration documents presented as proof of identity and U.S. residence. Further, we will reengineer our process to capture photos prior to issuing a credential. These changes will increase the security and integrity of our licensing and identification process. We will spend an estimated \$400,000 to implement these changes.

INITIATIVE 3.2: Create a comprehensive driver education program.

Driver Education, which benefits teen driving, is not currently being offered in the school system. DMV will work with external organizations to provide an online driver education program which includes a Parent/Teen Guide and driver safety modules related to drugs and alcohol, fatigue/drowsiness and basic driver components. The program will be implemented by August 2009 at a cost of approximately \$50,000.



PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Objective 1¹						
% of mail adjudication hearings completed within 150 days of request ²	N/A	80%	74%	82%	84%	86%
Median number of days from mail adjudication request to hearing completion ³	N/A	N/A	168	150	130	110
% of service center customers whose wait times are 40 minutes or less ⁴	N/A	80%	83%	85%	87%	89%
Average service center customer wait time in minutes ^{3,5}	N/A	N/A	25	20	25	30
% of agency correspondence (US mail and E-mail) acknowledged within two business days	68%	80%	93%	95%	97%	99%
% increase in online services use ³	N/A	N/A	N/A	5%	5%	5%
% of vehicle inspections completed within 15 minutes or less	N/A	80%	100%	100%	100%	100%
Number of vehicle inspections per staff hour ³	N/A	N/A	3.43	3.40	3.20	3.0
Objective 2						
% of customers rating DMV service, as performed by the workforce, as satisfactory or better	N/A	80%	86%	88%	90%	92%
% of employees completing customer service training ³	N/A	N/A	N/A	98%	99%	99%
Objective 3						
% of audited transactions conducted correctly ⁶	N/A	90%	N/A	90%	93%	95%

¹ FY08 performance indicators related to DMV Call Center no longer applicable since Call Center transferred to Office of Unified Communication on Jan 2, 2008.

² FY07 data not available

³ New performance indicator in FY09.

⁴ FY07 data not available; Wait time based on Q-matic ticket issued at information desk

⁵ Wait time based on Q-matic ticket issued at information desk. FY10 and FY11 projections based on additional requirements for secure credentials.

⁶ Due to restructure, vacant audit/compliance position eliminated and replaced with investigator. Therefore, no audits conducted in FY08.