

## Department of Motor Vehicles FY2016

**Agency** Department of Motor Vehicles

**Mission** The mission of the Department of Motor Vehicles (DMV) is to promote public safety by ensuring the safe operation of motor vehicles.

**Summary of 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 200,000 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.

### 2016 Objectives

#### FY16 Objectives

Objective Number	Objective Description
<b>Adjudication Services (1 Objective)</b>	
1	Make it easier, faster, and friendlier to do business with DMV.
<b>Agency Management (3 Objectives)</b>	
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, security and safety of DMV's processes.
<b>Driver Services (1 Objective)</b>	
1	Ensure the integrity, security and safety of DMV's licensing and identification cards.
<b>Technology Services (1 Objective)</b>	
1	Make it easier, faster, and friendlier to do business with DMV.
<b>Vehicle Services (2 Objectives)</b>	
1	Make it easier, faster, and friendlier to do business with DMV.
2	Ensure the integrity, security and safety of DMV's titling and registration process.

### 2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
<b>1 - Ensure the integrity, security and safety of DMV's licensing and identification cards. (4 Measures)</b>							
Percent of service center customers whose wait times are 40 minutes or less		Quarterly	72	75.4	97.93	75	75
Average service center customer wait time in minutes		Quarterly	31	27	26	35	35
Percent of customers rating Driver Services as satisfactory or better		Quarterly	85	83.9	84.42	85	85

Percent of driver related OUC service requests addressed timely	Quarterly	98	95.2	88.76	90	90
<b>1 - Make it easier, faster, and friendlier to do business with DMV. (18 Measures)</b>						
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Quarterly	75	96.6	71.16	80	80
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Quarterly	75	46.1	99.37	75	75
Percent of adjudication customers wait times are 40 minutes or less	Quarterly	93	95.3	99.84	85	85
Average adjudication customer wait time in minutes	Quarterly	15	13	11	25	25
Percent of customers rating Adjudication Services as satisfactory or better	Quarterly	90	93.9	96.13	84	84
Percent of appeals decided based on those filed	Quarterly	67	60.4	1,394.97	65	65
Percent of hearing decisions reversed on appeal	Quarterly	29	31.7	40	28	28
Percent of adjudication related OUC service requests addressed timely	Quarterly	87	95.3	92.2	85	85
Number of vehicle inspections per staff hour	Quarterly	4.32	4.5	4.5	4	4
Percent of customers rating Vehicle Services as satisfactory or better	Quarterly	92	92.5	94.33	87	87
Percent of vehicle related OUC service requests addressed timely	Quarterly	97	91.6	89.04	90	90
Percentage usage of online driver/vehicle services use	Quarterly	59	67.6	69.2	50	50
Percent of registrations renewed online	Quarterly	68	70.3	72.04	66	66
Percent of driver licenses renewed online	Quarterly	34	7.2	1.31	0	0
Percent of identification cards renewed online	Quarterly	9	2.7	0	0	0
Percent of customers rating overall DMV service as satisfactory or better	Quarterly	87	85.4	85.71	85	85
Percent of organ donors through DMV	Quarterly	40	35.6	35.76	40	40
Percent of correspondence addressed within citywide standard of 15 days	Quarterly	96	97.6	96.76	95	95

## 2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
<b>Workload Measure (14 Measures)</b>				
Number of parking tickets adjudicated	Quarterly	216,717	216,213	151,327
Percent of parking tickets adjudicated	Quarterly	12	12.9	8.74

Percent of adjudicated parking tickets dismissed	Quarterly	48	46.9	55.02
Number of photo tickets adjudicated	Quarterly	94,737	68,100	38,271
Percent of photo tickets adjudicated	Quarterly	14	18.9	6.29
Percent of adjudicated photo tickets dismissed	Quarterly	35	32	19.55
Number of moving tickets adjudicated	Quarterly	40,262	33,406	27,136
Percent of moving tickets adjudicated	Quarterly	42	39.5	39.66
Percent of adjudicated moving tickets dismissed	Quarterly	53	63.5	70.53
Number of vehicle inspections	Quarterly	189,222	186,828	187,671
Number of active vehicle registration	Annually	286,715	292,245	299,276
Number of active driver licenses	Annually	376,436	400,661	432,611
Number of active identification cards	Annually	134,143	142,353	150,930
Number of appeals filed	Quarterly	2,485	2,690	196

## 2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
<b>Adjudication Services - 1 (3 Initiatives)</b>				
1		1.1	Relocate Adjudication Services into customer/employee focused facility.	The current location of DC DMV's Adjudication Services is fraught with facility issues that negatively impact customer service and employee morale. Therefore, by September 2016, DC DMV will coordinate with the Department of General Services to relocate the Administration into a new facility that improves the quality of life experience for both customers and employees.
1		1.2	Create online request for Limited Occupational License request.	By January 2016, DC DMV will create an online transaction for residents to submit a Limited Occupational License request online. This online transaction will ensure requests are properly routed in a timely manner to a hearing examiner for review and action.
1		1.3	Develop ability for customers to print copy of parking ticket online.	Customers often contact DC DMV for copies of parking tickets that were misplaced. Therefore, by March 2016, DC DMV will develop the ability for customers to print a copy of a parking ticket online.
TOT				

<b>Agency Management - 1 (2 Initiatives)</b>				
1		1.1	Open Benning Ridge Service Center as replacement for Penn Branch location.	To better serve the citizens of the District, DMV will partner with the Department of General Services (DGS) to relocate the Penn Branch Service Center. This initiative will increase both employee and customer satisfaction and will provide additional capacity to process a steadily increasing District population and undocumented residents. The facility will open in February 2016.

1		1.2	Expand HIV testing to second DMV service center location.	DC DMV, the Family and Medical Counseling Service (FMCS) and the Department of Health will continue to support the Administration's bold goal of 90-90-90-50 by the year 2020: meaning 90% of DC residents with HIV will know their status, 90% of persons living with HIV will be in treatment, 90% of persons with HIV will achieve viral load suppression, and the District will see a 50% decrease in new HIV cases. To support the goal of 90% of residents will know their HIV status, we will expand free HIV testing to a second DMV Service Center location no later than March 2016. Since providing HIV testing at our Penn Branch location in October 2010, over 25,000 residents have been tested. FMCS will also explore testing for high blood pressure and glucose screening at DC DMV facilities.
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**Agency Management - 2 (2 Initiatives)**

2		2.1	Provide annual employee customer service training.	Consistent and accurate information, along with professional and friendly employees are a necessity for service excellence. Therefore, by September 2016, DMV will train 90% of frontline employees on customer service techniques.
2		2.2	Provide weekly employee training, coaching and recognition.	Currently, there is no time during the day or week in which management can provide the necessary training, coaching and recognition to employees to ensure customers are provided with accurate and consistent information to deliver service excellence. This is especially relevant for communicating policy changes and reiterating agency procedures. Therefore, by March 2016, one day each week, DC DMV will open an hour later to customers to provide the necessary time for employee development. This concept is already in place at the Department of Consumer and Regulatory Affairs and at several other motor vehicle agencies.

TOT

**Agency Management - 3 (1 Initiative)**

3		3.1	Develop Fact vs Fiction webpage to ensure the accuracy of media information.	The integrity of DMV operations, especially in terms of ticket adjudication, is often compromised when inaccurate information is published or communicated without the ability to provide the public with accurate information. Customers often provide news copy and other media material as evidence to support their beliefs that DC DMV should dismiss tickets or override laws. By developing a Fact vs Fiction webpage, DMV will be able to provide the public with accurate information.
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**Driver Services - 1 (2 Initiatives)**

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1		1.1	Implement DC DMV Human Trafficking Program.	Sex trafficking in the District has been on a steady rise, with its value placed at \$103 million in 2007 and 62 confirmed cases in DC in 2014. Motor vehicle agencies have been identified as a key component in the trafficking industry as individuals receive credentials to function. To assist in eliminating human trafficking, which may lead to other criminal activity, prior to July 2016, DC DMV will join the DC Human Trafficking Task Force, train employees in identifying human trafficking victims, require parental consent for minors to obtain an identification card and distribute human trafficking information to truckers and those with commercial driver licenses.
1		1.2	Require mandatory ignition interlock for 2nd DUI offenses.	Currently, the ignition interlock device program is a voluntary option allowing first-time DUI offenders to obtain a restricted driver license and drive designated vehicles with an installed ignition interlock device. This initiative, which requires legislation, will require second-time DUI offenders to be enrolled in the ignition interlock program in an effort to reduce the number of alcohol-related collisions and reduce the number of repeat offenders.

TOT

**Technology Services - 1 (4 Initiatives)**

1		1.1	Use DC DMV customer service monitors to support small businesses.	Five days a week, DC DMV services approximately 1,500 customers in its four service centers. These locations have monitors that allow for public service announcements (PSA) or advertisements. To support small business, by June 2016, DC DMV will develop a program to sell local ads or allow small businesses to sponsor government PSAs.
1		1.2	Create DC DMV certified driver record online transaction.	By February 2016, DC DMV will create an online transaction for customers to request a certified driver record online. Currently, customers can only request a non-certified driver record online. However, certified records are often needed for employment purposes; therefore, this transaction will improve customer service.
1		1.3	Create DC DMV online no-fee 5 day registration transaction.	By September 2016, DC DMV will create an online, no-fee 5 day registration transaction for residents who need to take vehicles through inspection prior to registration. This transaction, which currently can only be conducted in person, will improve customer service and reduce customer volume.
1		1.4	Create mobile ID unit for disabled/senior residents.	By February 2016, DC DMV will create the ability to provide identification services to disabled/seniors unable to make an in-person visit to a DMV service center.

TOT

**Vehicle Services - 1 (6 Initiatives)**

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1		1.1	Integrate registration system with DCRA business license system.	Currently, when businesses want to title and register a vehicle in the name of the business, DC DMV requires the original business license for authentication purposes. However, this requirement conflicts with the Department of Consumer and Regulatory Affairs' (DCRA) requirement for businesses to display the original business license at all times. To resolve this conflict, DCRA will provide DMV with real-time business license data to allow for an accurate confirmation prior to the business vehicle registration process.
1		1.2	Renovate Inspection Station into customer/employee focused facility.	The Inspection Station is over 20 years old without the benefit of any facility improvements. Therefore, by September 2016, DC DMV will coordinate with the Department of General Services to renovate the employee, customer and inspection areas to improve the quality of life experience for both customers and employees.
1		1.3	Create enhanced fee for dealers to receive expedited services.	Often, organizations have requested the ability to pay for expedited government services. Therefore, by June 2016, DC DMV will submit legislation to allow automobile dealers and contractors to pay an enhanced fee for employee overtime to expedite services.
1		1.4	Create online estimate for DMV titling/registration fee calculation.	By April 2016, DC DMV will create an online transaction for residents to calculate their titling and registration fees prior to visiting a DMV Service Center. This online calculation will ensure customers are aware of their fees prior to their in-person visit.
1		1.5	Explore allowing physicians to certify DMV vision and medical reports online.	By March 2016, DC DMV will determine the feasibility of creating a program and the process to allow physicians to certify DC DMV's vision and medical reports online for those residents who qualify. Currently, residents must have their physicians complete a paper form and submit to DC DMV for processing to ensure uninterrupted, safe driving that could be compromised due to medical issues.
1		1.6	Implement a wireless monitoring technology for inspecting OBD vehicles.	By September 2016, DC DMV will coordinate with the Department of Energy and the Environment to implement a wireless monitoring technology for inspecting on-board diagnostics (OBD) in eligible vehicles. This initiative will reduce the number of vehicles which will need to physically go through the Inspection lanes.
TOT				
<b>Vehicle Services - 2 (1 Initiative)</b>				
2		2.1	Refresh the six-digit license plates to improve readability.	The District's existing 4,800 six-digit license plates are faded due to significant wear and tear. This fading greatly diminishes law enforcement's ability to properly identify tag numbers. To resolve this issue, by April 2016, DC DMV will reissue these tags to the current customers.
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