

Department of Motor Vehicles FY2022

Agency Department of Motor Vehicles

Agency Code KVO

Fiscal Year 2022

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

Strategic Objectives

Objective Number	Strategic Objective
1	Provide outstanding customer service.
2	Develop and retain a skilled and diverse workforce.
3	Protect and secure DMV data and processes.
4	Cultivate innovative solutions to improve customer safety.
5	Optimize processes and systems as technology evolves.
6	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
1 - Provide outstanding customer service. (9 Measures)					
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	70.4%	63.7%	100%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	76.9%	56.4%	99.9%	75%
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	96.2%	95.2%	91.9%	91%
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	89.9%	92.9%	91.9%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	95%	95.4%	97.9%	92%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	90.3%	98.4%	99.4%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	90.9%	93.1%	95.8%	87%
Average adjudication customer wait time in minutes	Down is Better	10	5.8	3.5	13
Average service center customer wait time in minutes	Down is Better	29	14.5	13.8	30
2 - Develop and retain a skilled and diverse workforce. (2 Measures)					
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	63.6%	57.5%	Not Available	50%
Percent of employees attending annual customer service training.	Up is Better	98.3%	96.8%	95.8%	94%
3 - Protect and secure DMV data and processes. (1 Measure)					
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	100%	98%
4 - Cultivate innovative solutions to improve customer safety. (1 Measure)					
Percent of customers reached from safety education	Up is Better	100%	100%	98.6%	80%
5 - Optimize processes and systems as technology evolves. (4 Measures)					
Percent of registrations renewed online	Up is Better	75.5%	83%	86.4%	72%
Percent of licenses renewed online	Up is Better	13.6%	23.7%	29.3%	10%
Percent of ID cards renewed online	Up is Better	5.1%	13.9%	29.1%	2%
Percent of organ donor designees through DMV	Up is Better	41.3%	42.1%	43.3%	40%

Operations

Operations Title	Operations Description	Type of Operations
1 - Provide outstanding customer service. (4 Activities)		
Title and register vehicles	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	Daily Service
Provide general and administrative support	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.	Daily Service
Adjudicate parking, moving and photo enforcement tickets	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.	Daily Service
Issue driver licenses and identification cards	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.	Daily Service

Operations Title	Operations Description	Type of Operations
2 - Develop and retain a skilled and diverse workforce. (1 Activity)		
Provide general and administrative support	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.	Daily Service
3 - Protect and secure DMV data and processes. (3 Activities)		
Provide general and administrative support	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.	Daily Service
Issue driver licenses and identification cards	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.	Daily Service
Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service
4 - Cultivate innovative solutions to improve customer safety. (4 Activities)		
Issue driver licenses and identification cards	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.	Daily Service
Provide general and administrative support	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.	Daily Service
Information technology	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service
Title and Register Vehicles	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.	Daily Service
5 - Optimize processes and systems as technology evolves. (5 Activities)		
Issue driver licenses and identification cards	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.	Daily Service
Title and Register Vehicles	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.	Daily Service
Adjudicate parking, moving and photo enforcement tickets	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.	Daily Service
Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements	Daily Service
Agency Management	Optimize processes and systems as technology evolves.	Daily Service

Workload Measures (WMs)

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)			
Percent of photo tickets adjudicated	4.3%	14.4%	9.1%
Percent of parking tickets adjudicated	18.2%	14.5%	7.8%
Percent of moving tickets adjudicated	26.5%	52.6%	25%
1 - Issue driver licenses and identification cards (2 Measures)			
Number of identification cards issued	46,142	26,672	33,146
Number of driver licenses issued	148,270	111,525	130,616
1 - Title and register vehicles (1 Measure)			
Number of vehicle registrations issued	255,013	213,844	233,477
2 - Provide general and administrative support (2 Measures)			
Percent of employees trained on customer service	98.3%	96.8%	95.8%
Number of employees	266	249	269
4 - Provide general and administrative support (1 Measure)			
Number of customers reached	26,893	29,332	34,223

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Adjudicate parking, moving and photo enforcement tickets (2 Strategic initiatives)		
Expand virtual hearings to include parking and photo enforcement tickets	Currently, DMV only offers virtual adjudication for minor moving violations and for show cause/reinstatement hearings using video technology. To offer more convenience to the public, the DMV will expand the virtual adjudication option to include hearings for parking and photo enforcement tickets.	12-31-2021

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Implement an Adjudication Customer Service Chat line from 10am to 2pm	By July 2022, DMV will implement an Adjudication Customer Service chat line from 10am to 2pm on select days during the week in order to address complex hearing related questions and concerns in real time.	07-31-2022
Agency Management (1 Strategic Initiative)		
Upgrade DMV website (content and navigation)	To better service the public and provide more up-to-date and user-friendly information, the DMV will overhaul the customer experience by upgrading and redesigning the navigation and content of it's website.	09-30-2022
Issue driver licenses and identification cards (3 Strategic initiatives)		
Implement entry level driver training	By February 2022, DMV will implement entry level driver training to satisfy Federal Requirements for CDL drivers.	02-28-2022
Implement mature driver certification (online submission, including renewal online)	To effectively target the needs of seniors, DMV will create an online mature driver certification process which will allow seniors access to more online services (e.g., license renewal).	09-30-2022
Enhance the residency certification process	DMV will accelerate its efforts to reduce address fraud by enhancing the current DC residency certification process. This will include streamlining the in-house verification checks, updating the required documents used for certification, and adding systematic safeguards in the licensing and registration system to alert the agency of problematic trends.	03-31-2022
Provide general and administrative support (3 Strategic initiatives)		
Implement video chat with senior leadership	In an effort to perform customer outreach and education, the DMV Communication's Team will partner with agency senior leadership to develop and implement a monthly virtual customer chat session with the public between the hours of 10am and 3pm, where the public can reach an administrator in real time.	06-30-2022
Provide annual customer service training for DMV front-line employees	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, by April 30, 2022, DMV will internally train 95% of eligible frontline employees on DMV specific customer service techniques.	04-30-2022
Provide racial equity training for DMV employees	To expand the knowledge and awareness of racial inequities that exist in our communities, the DMV will train 85% of all active employees on racial equity impacts and teach techniques to minimize the effects to the residents and visitors to the District.	08-31-2022
Systems necessary for DMV operations (2 Strategic initiatives)		
Expand DC DMV Mobile App to include five new transactions or features	In a continued effort to increase the convenience to DMV customers, DMV will expand the mobile app offers to five additional transactions/features by February 2022.	02-28-2022
Enhance the online change of address transaction	DMV will overhaul and enhance the online change of address transaction to make the process more user-friendly while gaining internal operational efficiencies.	02-28-2022
Title and Register Vehicles (1 Strategic Initiative)		
Improve ODIS to include more basic services e.g., tag transfers, title only, duplicate title	In order to entice more dealers to sign up to utilize the Online Dealer Interface System (ODIS), DMV will add more functionality to the program to allow for duplicate titles, title only, and tag transfers transactions.	09-30-2022