

# Department of Motor Vehicles FY2023

Agency Department of Motor Vehicles

Agency Code KVO

Fiscal Year 2023

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 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
<b>1 - Provide outstanding customer service. (9 Measures)</b>					
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	63.7%	100%	70%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	56.4%	99.9%	75%	75%
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	95.2%	91.9%	91%	91%
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	92.9%	91.9%	85%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	95.4%	97.9%	92%	92%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	98.4%	99.4%	95%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	93.1%	95.8%	87%	87%
Average adjudication customer wait time in minutes	Down is Better	5.8	3.5	13	13
Average service center customer wait time in minutes	Down is Better	14.5	13.8	30	30
<b>2 - Develop and retain a skilled and diverse workforce. (2 Measures)</b>					
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	57.5%	Not Available	50%	50%
Percent of employees attending annual customer service training.	Up is Better	96.8%	95.8%	94%	94%
<b>3 - Protect and secure DMV data and processes. (1 Measure)</b>					
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	98%	98%
<b>4 - Cultivate innovative solutions to improve customer safety. (1 Measure)</b>					
Percent of customers reached from safety education	Up is Better	100%	98.6%	80%	80%
<b>5 - Optimize processes and systems as technology evolves. (4 Measures)</b>					
Percent of registrations renewed online	Up is Better	83%	86.4%	72%	72%
Percent of licenses renewed online	Up is Better	23.7%	29.3%	10%	10%
Percent of ID cards renewed online	Up is Better	13.9%	29.1%	2%	2%
Percent of organ donor designees through DMV	Up is Better	42.1%	43.3%	40%	40%

## Operations

Operations Title	Operations Description	Type of Operations
<b>1 - Provide outstanding customer service. (4 Activities)</b>		

Operations Title	Operations Description	Type of Operations
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
<b>2 - Develop and retain a skilled and diverse workforce. (1 Activity)</b>		
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
<b>3 - Protect and secure DMV data and processes. (3 Activities)</b>		
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
<b>4 - Cultivate innovative solutions to improve customer safety. (4 Activities)</b>		
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
<b>5 - Optimize processes and systems as technology evolves. (5 Activities)</b>		
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 2020 Actual	FY 2021 Actual
<b>1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)</b>		
Percent of photo tickets adjudicated	14.4%	9.1%
Percent of parking tickets adjudicated	14.5%	7.8%
Percent of moving tickets adjudicated	52.6%	25%
<b>1 - Issue driver licenses and identification cards (2 Measures)</b>		
Number of identification cards issued	26,672	33,146
Number of driver licenses issued	111,525	130,616
<b>1 - Title and register vehicles (1 Measure)</b>		

Measure	FY 2020 Actual	FY 2021 Actual
Number of vehicle registrations issued	213,844	233,477
<b>2 - Provide general and administrative support (2 Measures)</b>		
Percent of employees trained on customer service	96.8%	95.8%
Number of employees	249	269
<b>4 - Provide general and administrative support (1 Measure)</b>		
Number of customers reached	29,332	34,223