



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 (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.

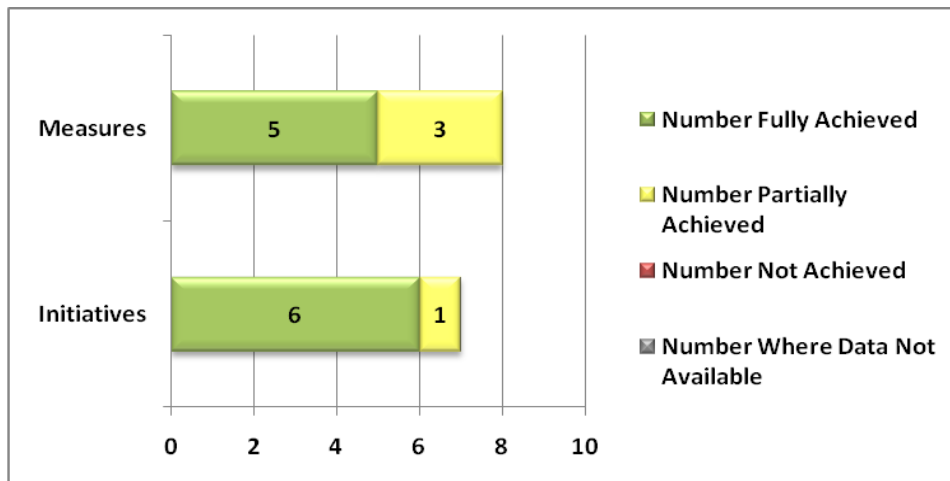
AGENCY OBJECTIVES

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, security and safety of DMV's registration, licensing and adjudication services and facilities.

ACCOMPLISHMENTS

- ✓ 41% increase in online service use
- ✓ Change and uniformity of service center and inspection station hours
- ✓ Elimination of in-person vehicle registration renewals

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: Implement Electronic Insurance Verification System.

- Electronic insurance verification system implemented on August 28, 2009.

INITIATIVE 1.2: Implement new Knowledge Testing System.

- New knowledge test was implemented in English on March 23, 2009 and all required foreign languages were implemented on June 23, 2009.

INITIATIVE 1.3: Increase E-Mail Renewal Notifications

- Inspection, driver license and ID card renewal e-mail notices implemented on Jan 12, 2009.

OBJECTIVE 2: ENSURE A SKILLED AND DIVERSE WORKFORCE FOR QUALITY CUSTOMER SERVICE.

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

- Driver Services Administrator's Management Analyst hired in March 2009 to perform the safety related functions. Teen and senior information sections created on DMV website on July 29, 2009.

INITIATIVE 2.2: Provide customer service training for employees.

- On September 18, 2009, over 98.6% of DMV employees had been trained on in-house 2-day customer service course, including section on 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.

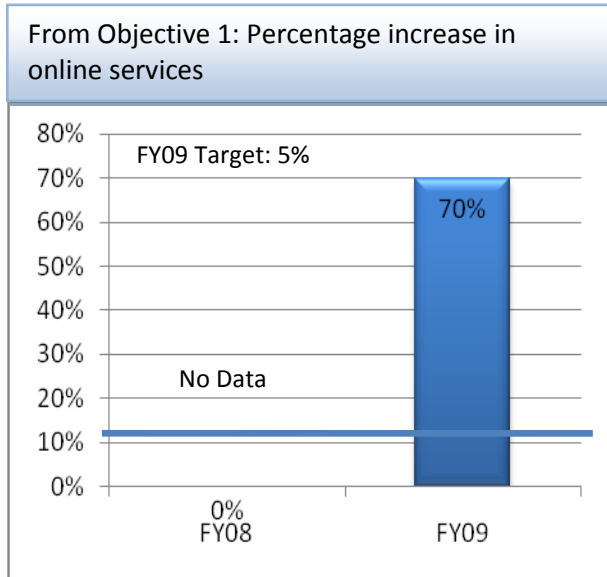
- As of September 2009, necessary imaging and photo statements of work were completed and submitted to OCTO and OCP to be on track to meet this goal as stated by December 2009.

INITIATIVE 3.2: Create a comprehensive driver education program.

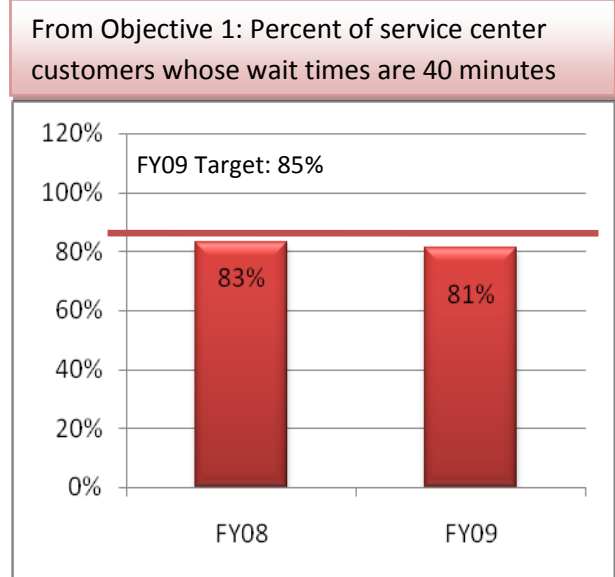
- Driver Education program created on website, complete with Parent/Teen Guide, on August 31, 2009.



Key Performance Indicators – Highlights



FULLY ACHIEVED



PARTIALLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- Implemented email renewal notices for inspections, vehicle registrations, driver licenses, and identification cards (ID).
- Enhanced our system to include online certification printout for use with an online license, ID, or vehicle registration renewal to extend the use of the customer's expired credential for 45 days. DMV received a 2009 AAMVA International Customer Service Excellence Award for this initiative.
- Informed customers about new and existing online services through mailings and media.

What external factors influenced this indicator?

- Increasing computer use allows residents to be more comfortable transacting business online.

How did the agency's actions affect this indicator?

- DMV permanently closed operations at the Brentwood Service Center. Following closure, DMV identified an increase in customer volume and wait times at the three remaining DMV service centers.
- Elimination of in-person renewals of vehicle registrations was implemented to reduce the number of customers in our service centers and mitigate the negative impact of Brentwood's closure. However, we have not yet experienced the full reduction of customer volume.

What external factors influenced this indicator?

- The Brentwood Service Center, the smallest of DMV's four centers, was closed, saving \$1,648,000 in FY10.



Key Performance Indicators – Details

Performance Assessment Key:

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

	Measure Name	FY2008 YE Actual	FY2009 YE Target	FY2009 YE Revised Target ¹	FY2009 YE Actual	FY2009 YE Rating	Budget Program
●	1.1 % of mail adjudication hearings completed within 150 days of request	74	82		98.69%	120.35%	ADJUDICATION SERVICES PROGRAM
●	1.2 Median number of days from mail adjudication to hearing completion	168	150		43	348.84%	ADJUDICATION SERVICES PROGRAM
●	1.3 % of service center customers whose wait times are less than 40 minutes	83	85		81.16%	95.48%	DRIVER SERVICES PROGRAM
●	1.4 Average service center customer wait time in minutes	25	20		23	86.96%	DRIVER SERVICES PROGRAM
●	1.5 % increase in online service use	0	5		41%	820%	TECHNOLOGY SERVICES PROGRAM
●	1.6 # of vehicle inspections	0	3.4	3.4	4.26	125.29%	VEHICLE SERVICES

¹ Agencies have been permitted to change their targets as long as 1) the original targets are published in the PAR, as they are here, and 2) a strong justification was presented for the change.



	per staff hour						PROGRAM
2.1	Customer Service Survey	86	88		84.82%	96.39%	AGENCY MANAGEMENT PROGRAM
2.2	% of employees completing customer service training	0	98		99.58%	101.61%	AGENCY MANAGEMENT PROGRAM