



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

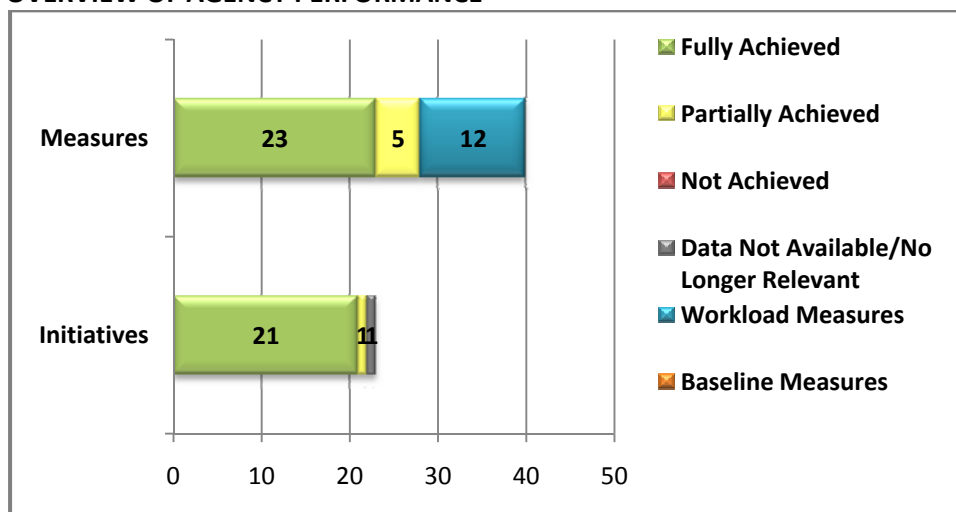
The DMV provides service to approximately 440,000 licensed drivers and identification card holders (out of a population of 590,000) and 257,000 registered vehicles at three service centers. We conduct adjudication services and collect ticket payments for more than 2.4 million tickets each year. We also conduct over 214,000 annual vehicle inspections.

Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance expectations in FY10 are listed by functional division.

ACCOMPLISHMENTS

- ✓ 57% increase in online licensing/registration service use due to expansion of online transactions such as change of address, reinstatement of driver licenses and online driver records
- ✓ Improved Inspection Station throughput due to elimination of safety inspections for passenger vehicles
- ✓ Implementation of online adjudication request resulting in ability of customers to receive hearing decision letters online through ticket customer account service

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

AGENCY MANAGEMENT

OBJECTIVE 1: MAKE IT EASIER, FASTER, AND FRIENDLIER TO DO BUSINESS WITH DMV.

- **INITIATIVE 1.1: Expand Penn Branch Service Center and relocate NCDL Road Test Office.**
The expansion could not be achieved because this initiative is contingent on the Penn Branch Shopping Center contract which is on indefinite hold per the Administration.
- **INITIATIVE 1.2: Streamline driving instructor and driving school requirements.**
DCMR Title 18, Chapter 9, which regulates driving instructors and driving schools, was totally rewritten due to being outdated. The new, proposed rulemaking has been drafted and is ready for submission to the Office of Policy and Legislative Affairs after review and approval by the Administration.

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

- **INITIATIVE 2.1: Provide specialized customer service training to DMV frontline managers.**
"Find the Simple, Legal Yes" was delivered to 100% of all DMV management by May 21, 2010, ahead of the June 2010 deadline. This training encouraged management to find ways to assist customers on a case by case basis, within the confines of the law, to maximize customer service.
- **INITIATIVE 2.2: Create operational policies and procedures manual.**
As of Sep 29, 2010, the DMV operational policy and procedures manual was completed. The manual, which is a living, breathing document, contains guidance for employees in the areas of driver services, vehicle services and adjudication services.

OBJECTIVE 3: ENSURE THE INTEGRITY, SECURITY AND SAFETY OF DMV'S REGISTRATION, LICENSING AND ADJUDICATION SERVICES AND FACILITIES.

- **INITIATIVE 3.1: Increase credential security.**
All steps scheduled to be achieved by December 31, 2009 were achieved. It is expected for the contract proposal to be placed out to bid in November 2010. The proposal contains requirements, such as imaging of breeder documents and capturing photos upfront, to increase the security of driver licenses and identification cards.
- **INITIATIVE 3.2: Integrate SAVE program with DMV's vehicle and licensing system.**
SAVE was fully integrated into the Destiny application on June 28, 2010. The Systematic Alien Verification for Entitlements (SAVE) Program enables Federal, state and local government



agencies and licensing bureaus to obtain immigration status information needed to determine a non-citizen's eligibility for many public benefits such as obtaining a driver license or identification card.

ADJUDICATION SERVICES

OBJECTIVE 1: MAKE IT EASIER, FASTER, AND FRIENDLIER TO DO BUSINESS WITH DMV.

- **INITIATIVE 1.1: Implement online adjudication requests.**
The ability to submit adjudication requests online was fully implemented on Sep 29, 2010. Customers have the option to contest a ticket by submitting online requests and receive the electronic hearing record from Adjudication Services. Although this initiative is not anticipated to reduce customer volume, it will streamline operations and provide customers with an additional security that their adjudication requests have been received by Adjudication Services.
- **INITIATIVE 1.2: Introduce a first level review process for walk-in adjudication.**
In order to streamline operations and reduce customer wait time, in August 2010, DMV introduced a first level review process for the adjudication of walk-in parking tickets. This first level review takes into consideration tickets which are defective on their face and tickets for which the customer has required paperwork. The customer can submit their ticket for a first-level review instead of waiting for a hearing.

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

- **INITIATIVE 2.1: Create operational policies and procedures manual.**
As of Sep 29, 2010, the DMV operational policy and procedures manual was completed. The manual, which is a living, breathing document, contains guidance for employees in the areas of driver services, vehicle services and adjudication services.

VEHICLE SERVICES

OBJECTIVE 1: MAKE IT EASIER, FASTER, AND FRIENDLIER TO DO BUSINESS WITH DMV.

- **INITIATIVE 1.1: Provide change of address services online and by mail.**
The online change of address transaction was implemented on January 31, 2010. Allowing residents to change their addresses online resulted in reduced mail costs, reduced customer inconveniences and reduced customer wait times in the service centers.
- **INITIATIVE 1.2: Enhance registration renewal process by installing customer computers in service centers.**
Service center kiosks were installed by October 31, 2009. These kiosks were installed to increase customer convenience and to streamline service by allowing customers to renew their vehicle registration by making credit card payments and then printing out temporary registrations.

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

- **INITIATIVE 2.1: Create operational policies and procedures manual.**



As of Sep 29, 2010, the DMV operational policy and procedures manual was completed. The manual, which is a living, breathing document, contains guidance for employees in the areas of driver services, vehicle services and adjudication services.

OBJECTIVE 3: ENSURE THE INTEGRITY, SECURITY AND SAFETY OF DMV'S REGISTRATION.

- **INITIATIVE 3.1: Implement PRISM to enhance the safety of motor carriers.**
PRISM was implemented on November 20, 2009. PRISM is a performance-based system which assists in identifying at-risk motor carriers with a history of safety problems, places them on an improvement process and may ultimately lead to revocation of the registration of vehicles assigned to an unsafe motor carrier if safety performance fails to improve.

DRIVER SERVICES

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

- **INITIATIVE 1.1: Implement online reinstatement of driver licenses.**
Online driver license reinstatement transaction was implemented on April 30, 2010 for customers with a suspended non-commercial driver license or driving privileges. This maximizes flexibility and reduces customer wait times at the Penn Branch Service Center.
- **INITIATIVE 1.2: Create online driving record transaction.**
Online driver record transaction was implemented on November 30, 2009. This initiative created a new transaction allowing customers to obtain driving records online. This initiative reduces customer inconvenience, volume and wait times.

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

- **INITIATIVE 2.1: Create operational policies and procedures manual.**
As of Sep 29, 2010, the DMV operational policy and procedures manual was completed. The manual, which is a living, breathing document, contains guidance for employees in the areas of driver services, vehicle services and adjudication services.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's licensing and identification cards.

- **INITIATIVE 3.1: Increase credential security.**
All steps scheduled to be achieved by December 31, 2009 were achieved. It is expected for the contract proposal to be placed out to bid in November 2010. The proposal contains requirements, such as imaging of breeder documents and capturing photos upfront, to increase the security of driver licenses and identification cards.
- **INITIATIVE 3.2: Integrate SAVE program with Destiny.**



SAVE was fully integrated into the Destiny application on June 28, 2010. The Systematic Alien Verification for Entitlements (SAVE) Program enables Federal, state and local government agencies and licensing bureaus to obtain immigration status information needed to determine a non-citizen's eligibility for many public benefits such as obtaining a driver license or identification card.

- **INITIATIVE 3.3: Implement Ignition Interlock Device (IID) Program.**
Ignition Interlock Device was implemented on June 28, 2010. The Ignition Interlock Device (IID) program is for repeat offenders who have violated the District's driving under the influence law. An IID is a breath alcohol analyzer connected to the ignition of a car. A vehicle equipped with an IID cannot be started or driven unless the driver passes the unit's breath alcohol tests. In other jurisdictions, this program has proven to be an effective tool in the battle against drunk driving.

TECHNOLOGY SERVICES

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

- **INITIATIVE 1.1: Implement online adjudication requests.**
The ability to submit adjudication requests online was fully implemented on Sep 29, 2010. Customers have the option to contest a ticket by submitting online requests and receive the electronic hearing record from Adjudication Services. Although this initiative is not anticipated to reduce customer volume, it will streamline operations and provide customers with an additional security that their adjudication requests have been received by Adjudication Services.
- **INITIATIVE 1.2: Enhance registration renewal process by installing customer computers in service centers.**
Service center kiosks were installed by October 31, 2009. These kiosks were installed to increase customer convenience and to streamline service by allowing customers to renew their vehicle registration by making credit card payments and then printing out temporary registrations.

OBJECTIVE 2: Ensure the integrity, security and safety of DMV's registration, licensing and adjudication services and facilities.

- **INITIATIVE 2.1: Increase credential security.**
All steps scheduled to be achieved by December 31, 2009 were achieved. It is expected for the contract proposal to be placed out to bid in November 2010. The proposal contains requirements, such as imaging of breeder documents and capturing photos upfront, to increase the security of driver licenses and identification cards.
- **INITIATIVE 2.2: Integrate SAVE program with DMV's vehicle and licensing system.**
SAVE was fully integrated into the Destiny application on June 28, 2010. The Systematic Alien Verification for Entitlements (SAVE) Program enables Federal, state and local government agencies and licensing bureaus to obtain immigration status information needed to determine a non-citizen's eligibility for many public benefits such as obtaining a driver license



or identification card.

SERVICE INTEGRITY

OBJECTIVE 1: ENSURE A SKILLED AND DIVERSE WORKFORCE FOR QUALITY CUSTOMER SERVICE.

- **INITIATIVE 1.1: Provide Fraudulent Document Recognition (FDR Level 2) training to frontline employees who issue driver licenses.**
As of June 24, 2010, DMV has provided FDR Training Level 2 to 92% of frontline employees who issue driver licenses. Fraudulent Document Recognition (FDR) Training Level 2 combined the material from FDR Level I with a more in-depth look at covert security features. Employees obtained hands-on experience evaluating various documents to enhance and further build their awareness of altered and/or counterfeited identification and driver licenses.

CUSTOMER CONTACTS

OBJECTIVE 1: MAKE IT EASIER, FASTER, AND FRIENDLIER TO DO BUSINESS WITH DMV.

- **INITIATIVE 1.1: Re-engineer Correspondence Process.**
As of March 20, 2010, DMV has successfully worked with Mayor's Correspondence Unit to develop a project to meet the correspondence standards and deadlines published by the Mayor. The correspondence process has been revamped to ensure DMV provides excellent customer service as it pertains to response time.



Key Performance Indicators – Details

Performance Assessment Key:

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

	Measure Name	FY2009 YE Actual	FY2010 YE Target	FY2010 YE Actual	FY2010 YE Rating	Budget Program
AGENCY MANAGEMENT						
●	1.1 % increase in online driver/vehicle services use	41	10	57	2340%	
●	1.2 % Customers rating DMV service as satisfactory or better	85	85	83.35%	98.06%	
●	1.3 % Organ donors through DMV	33	35	38.99%	111.41%	
●	1.4 % of OIG inquiries completed within deadline	0	99	100%	101.01%	
ADJUDICATION SERVICES						
●	1.1 % Mail adjudication hearings completed within 150 days of request	82	82	82.93%	101.14%	
●	1.2 Adjudication customers whose wait times are 40 minutes or less %	87	87	81.79%	94.01%	
●	1.3 Average Adjudication customer wait time in minutes #	23	30	22.75	131.87%	
●	1.4 Customers rating Adjudication Services as satisfactory or better %	0	80	87.43%	109.29%	
●	1.5 Parking tickets adjudicated #	117656	0	209818		
●	1.6 Parking tickets adjudicated %	6.5	0	11.84%		
●	1.7 Adjudicated moving tickets dismissed %	41	0	50.25%		
●	1.8 Appeals filed #	2211	0	2368		



1.9	Appeals decided based on those filed %	33	50	47.62%	158.73%	
1.1	% Hearing decisions reversed on appeal %	33	30	21.69%	138.33%	
1.11	Adjudication related OUC service requests addressed timely %	30	80	88.09%	110.11%	
1.12	Adjudicated parking tickets dismissed %	58	0	41.88%		
1.13	Photo tickets adjudicated #	20251	0	45632		
1.14	Photo tickets adjudicated %	3.2	0	9.63%		
1.15	Moving tickets adjudicated #	22693	0	42373		
1.16	Adjudicated photo tickets dismissed %	37	0	18.39%		
2.1	Moving tickets adjudicated %	20	0	28.86%		
VEHICLE SERVICES						
1.1	Vehicle inspections per staff hour #	4.26	4	4.7	117.38%	VEHICLE AND DRIVER SERVICES
1.2	Vehicle inspections #	0	0	201315		VEHICLE AND DRIVER SERVICES
1.3	Customers rating Vehicle Services as satisfactory or better %	0	83	83.35%	100.42%	VEHICLE AND DRIVER SERVICES
1.4	Mail and drop box registration renewals processed within 2 business days %	0	98	98.69%	100.70%	VEHICLE AND DRIVER SERVICES
1.5	Registrations renewed online %	26	35	54.05%	154.43%	VEHICLE AND DRIVER SERVICES
1.6	Dealer transactions processed w/in 7 business days %	0	95	96.98%	102.09%	VEHICLE AND DRIVER SERVICES
1.7	Active vehicle registrations #	268966	0	1083030		VEHICLE AND DRIVER SERVICES
1.8	Vehicle related OUC service requests addressed timely %	0	85	85.33%	100.38%	VEHICLE AND DRIVER SERVICES
DRIVER SERVICES						



1.1	Driver Services customers whose wait times are 40 minutes or less %	81	83	63.30%	76.26%	VEHICLE AND DRIVER SERVICES
1.2	Average service center customer wait time in minutes #	23	30	34.25	87.59%	VEHICLE AND DRIVER SERVICES
1.3	Customers rating Driver Services as satisfactory or better %	0	83	83.35%	100.42%	VEHICLE AND DRIVER SERVICES
1.4	Licenses renewed online %	24	25	28.30%	113.19%	VEHICLE AND DRIVER SERVICES
1.5	ID cards renewed online %	4	5	8.73%	174.55%	VEHICLE AND DRIVER SERVICES
1.6	Active driver licenses #	341769	0	1290291	102.09%	VEHICLE AND DRIVER SERVICES
1.7	Active ID cards #	105541	0	456175		VEHICLE AND DRIVER SERVICES
1.8	Driver related OUC service requests addressed timely %	0	85	75.36%	88.66%	VEHICLE AND DRIVER SERVICES
TECHNOLOGY SERVICES						
1.1	% increase in online driver/vehicle service use	41	10	57	2340%	TECHNOLOGY SERVICES PROGRAM
SERVICE INTEGRITY						
1.1	% employees completing FDR training	0	85	92.31%	108.6%	SERVICE INTEGRITY PROGRAM
CUSTOMER CONTACTS						
1.1	% of correspondence addressed timely	0	85	87.29%	102.69%	