



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 480,000 licensed drivers and identification card holders (out of a population of 601,723) and 278,000 registered vehicles at three service centers. We conduct adjudication services and collect ticket payments for more than 2.5 million tickets each year. We also conduct over 193,000 annual vehicle inspections.

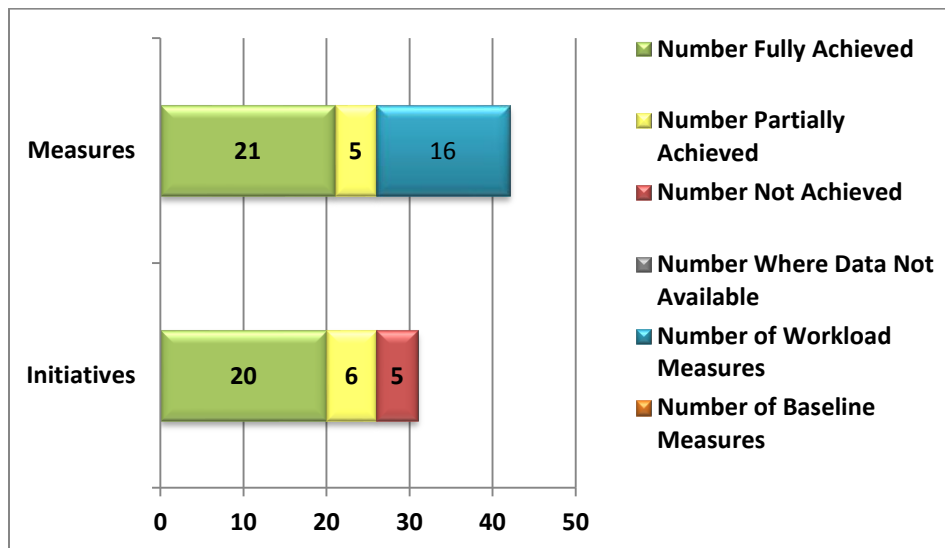
Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance expectations in FY10 are listed by functional division.

ACCOMPLISHMENTS

- ✓ Implemented six month ticket amnesty program in August 2011 which collected \$1.4M in last two months of FY2011 and increased customer satisfaction by allowing customers, who could not previously afford to pay their debt, to do so and receive DMV services. **Fiscal Stability**
- ✓ Automated vehicle tag surrender refund process for license tags which were surrendered with more than six months remaining on the registration; thereby, streamlining the process, reducing the potential for financial errors and improving customer satisfaction. **Fiscal Stability**
- ✓ Created and implemented an online document verification check to assist customers in identifying the proper documentation necessary to obtain a first-time DC driver license, identification card or title/vehicle registration; thereby, decreasing the number of customer visits.



OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

Adjudication Services

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

- **INITIATIVE 1.1: Implement amnesty program for moving violations and parking tickets.**
Response: Six month amnesty program implemented on August 1, 2011 for moving violations, parking tickets and photo-enforcement tickets. As of September 30, 2011, \$1.4M of the estimated \$6M in revenue collected.
- **INITIATIVE 1.2: Implement online traffic school.**
Response: On December 28, 2010, online traffic school implemented to enhance customers' driving knowledge and allow for the waiving of driver record points based on prior approval.
- **INITIATIVE 1.3: Investigate feasibility of tiered/discount ticket fine system.**
Response: Although the new Administration delayed the new ticket processing contract for which this initiative was devised, the recommendations based on the analysis of a tiered/discount ticket fine system were still completed. Based on analysis, there is not a strong case for discounting ticket fines in order to increase overall revenue by encouraging early payment. However, adding or increasing the default penalty should be considered to encourage ticket payments

OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

- **INITIATIVE 2.1: Roll out specialized customer service training to 98% of DMV frontline employees.**
Response: "Find the Simple, Legal Yes" customer service training, which provided real-life examples of customer transactions, was delivered to 93% of all frontline employees by September 30, 2011.
- **INITIATIVE 2.2: Develop written new hire and refresher training courses for Legal Instrument Examiners (LIEs).**
Response: Refresher training courses for the three DMV Administrations were separately developed specific to employee needs within the required timeframe.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's adjudication services.

- **INITIATIVE 3.1: Develop teleconference option for MPD officers for in-person hearings.**
Response: Although the MPD teleconference option was piloted in December 30, 2011, it was determined not to be feasible based on the hearing examiner's inability to efficiently provide MPD with any evidence presented by the customer, such as pictures.



Vehicle Services

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

- **INITIATIVE 1.1: Automate Tag Surrender Refund Process.**

Response: The successful implementation of the automated tag surrender refund process eliminated the need for the frontline employees to determine whether customers are due a refund, and if so, the need to complete the necessary paperwork.

- **INITIATIVE 1.2: Develop process to issue low tags online and by mail.**

Response: As a result of the changes in the Mayoral Administration and the DC Council, this initiative was cancelled due to the anticipated significant changes in low tag customers.

OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

- **INITIATIVE 2.1: Roll out specialized customer service training to 98% of DMV frontline employees.**

Response: "Find the Simple, Legal Yes" customer service training, which provided real-life examples of customer transactions, was delivered to 93% of all frontline employees by September 30, 2011.

- **INITIATIVE 2.2: Develop written new hire and refresher training courses for Legal Instrument Examiners (LIEs).**

Response: Refresher training courses for the three DMV Administrations were separately developed specific to employee needs within the required timeframe.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's registration.

- **INITIATIVE 3.1: Implement NMVTIS to reduce vehicle title fraud.**

Response: Although the NMVTIS system was not implemented by September 2011 due to the inability to conduct testing with the hub system, significant work was completed on the programming requirements.

- **INITIATIVE 3.2: Develop IRP training module for carriers.**

Response: The IRP training was successfully developed and delivered to carriers and employees who process IRP vehicles.

Driver Services

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

- **INITIATIVE 1.1: Create online document verification check.**

Response: The implementation of the online document verification system greatly enhanced customers' ability to complete their DMV transaction in one visit.

- **INITIATIVE 1.2: Produce Pilot Parent-Teen Driving Forum.**

Response: The successful delivery of the pilot Parent-Teen Driving Forum resulted in extremely positive feedback from the teens and their parents. Additionally, several of the teens have since obtained their provisional driver license.



OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

- **INITIATIVE 2.1: Roll out specialized customer service training to 98% of DMV frontline employees.**

Response: “Find the Simple, Legal Yes” customer service training, which provided real-life examples of customer transactions, was delivered to 93% of all frontline employees by September 30, 2011.

- **INITIATIVE 2.2: Develop written new hire and refresher training courses for Legal Instrument Examiners (LIEs).**

Response: Refresher training courses for the three DMV Administrations were separately developed specific to employee needs within the required timeframe.

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

- **INITIATIVE 3.1: Increase credential security.**

Response: Due to the extension of the federal deadline from May 2011 to January 15, 2013 and the incoming new Administration, this initiative was placed on hold pending additional guidance.

- **INITIATIVE 3.2: Integrate photos into WALES.**

Response: This initiative was not completed due to competing MPD technology issues.

Technology Services

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

- **INITIATIVE 1.1: Provide fillable DMV forms online.**

Response: Fillable, online forms were made available by December 30, 2010 for the primary forms; thereby, increasing customer convenience.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV’s registration, licensing and adjudication services and facilities.

- **INITIATIVE 3.1: Integrate photos into WALES.**

Response: This initiative was not completed due to competing MPD technology issues.

- **INITIATIVE 3.2: Reduce agency paper consumption by 1%.**

Response: DMV eliminated the automatic printing of several documents during customer transactions and streamlined Adjudication mailers to reduce paper consumption by 1%.

- **INITIATIVE 3.3: Standardize computer printers.**

Response: As a toner cost saving measure, DMV standardized computer printers as they became necessary for replacement.

Service Integrity

OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

- **INITIATIVE 2.1: Develop written new hire and refresher training courses for Legal Instrument Examiners (LIEs).**

Response: Refresher training courses for the three DMV Administrations were separately developed specific to employee needs within the required timeframe.



OBJECTIVE 3: Ensure the integrity, security and safety of DMV's registration.

● **INITIATIVE 3.1: Implement NMVTIS to reduce vehicle title fraud.**

Response: Although the NMVTIS system was not implemented by September 2011 due to the inability to conduct testing with the hub system, significant work was completed on the programming requirements.

Agency Management

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

● **INITIATIVE 1.1: Senior outreach for online services.**

Response: Visited six senior wellness centers and delivered presentation on DMV online services to encourage use of this transaction method.

● **INITIATIVE 1.2: Redesign DMV website.**

Response: This initiative was cancelled due to OCTO's decision to cease website redesign migration until a new, more stable platform was identified.

OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

● **INITIATIVE 2.1: Roll out specialized customer service training to 98% of DMV frontline employees.**

Response: "Find the Simple, Legal Yes" customer service training, which provided real-life examples of customer transactions, was delivered to 93% of all frontline employees by September 30, 2011.

● **INITIATIVE 2.2: Develop written new hire and refresher training courses for Legal Instrument Examiners (LIEs).**

Response: Refresher training courses for the three DMV Administrations were separately developed specific to employee needs within the required timeframe.

● **INITIATIVE 2.3: Develop management training course on new AFGE 1975 labor contract.**

Response: Although the new AFGE 1975 labor contract was not implemented in FY2011, DMV Human Resources created a refresher email blast for all management personnel.

● **INITIATIVE 2.4: Deliver refresher training on the use of Language Line.**

Response: Onsite training sessions were used to deliver refresher Language Line training to a minimum of 98% of frontline employees.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's registration, licensing and adjudication services and facilities.

● **INITIATIVE 3.1: Reduce agency paper consumption by 1%.**

Response: DMV eliminated the automatic printing of several documents during customer transactions and streamlined Adjudication mailers to reduce paper consumption by 1%.



Key Performance Indicators – Details

Performance Assessment Key:

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

		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
Agency Management								
●	1.1	Increase in online service use %	57%	10%		36%36%	360%	AGENCY MANAGEMENT
●	1.2	Customers rating overall DMV service as satisfactory or better %	83%	85%		84.15%	99%	AGENCY MANAGEMENT
●	1.3	Increase in organ donors through DMV %	38%	37%		35.01%	94.61%	AGENCY MANAGEMENT
●	1.4	OIG inquiries completed within deadline %	100%	100%		100%	100%	AGENCY MANAGEMENT
●	1.5	Correspondence addressed timely %	87%	87%		98.33%	113.02%	CUSTOMER CONTACT SERVICES PROGRAM
●	2.1	Sub-grantee's budget spent on programmatic costs %	0	65%				AGENCY FINANCIAL OPERATIONS
●	2.2	Scheduled monitoring reports as defined in agency monitoring plan completed for each grant award %	0	100%				AGENCY FINANCIAL OPERATIONS
Adjudication Services								
●	1.1	Mail adjudication hearings completed within 150 days of request %	84%	80		81.58%	101.97%	ADJUDICATION SERVICES PROGRAM
●	1.2	Adjudication customers whose wait times are 40 minutes or less %	84%	80		88.16%	110.21%	ADJUDICATION SERVICES PROGRAM



		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.3	Average Adjudication customer wait time in minutes #	23%	35		17.33	201.92%	ADJUDICATION SERVICES PROGRAM
●	1.4	Customers rating Adjudication Services as satisfactory or better %	87%	82		82.27%	100.33%	ADJUDICATION SERVICES PROGRAM
●	1.5	Parking tickets adjudicated #	209,818	0		186,905		ADJUDICATION SERVICES PROGRAM
●	1.6	Parking tickets adjudicated %	12%	0		9.31%		ADJUDICATION SERVICES PROGRAM
●	1.7	Adjudicated parking tickets dismissed %	42%	0		50.27%		ADJUDICATION SERVICES PROGRAM
●	2.1	Photo tickets adjudicated #	45,632	0		42,104		ADJUDICATION SERVICES PROGRAM
●	2.2	Photo tickets adjudicated %	10%	0		9.04%		ADJUDICATION SERVICES PROGRAM
●	2.3	Adjudicated photo tickets dismissed %	19%	0		32.22%		ADJUDICATION SERVICES PROGRAM
●	2.4	Moving tickets adjudicated #	42,373	0		50,116		ADJUDICATION SERVICES PROGRAM
●	2.5	Moving tickets adjudicated %	29%	0		38.57%		ADJUDICATION SERVICES PROGRAM
●	2.6	Adjudicated moving tickets dismissed %	50%	0		59.33%		ADJUDICATION SERVICES PROGRAM
●	2.7	Appeals filed #	2,368	0		2,786		ADJUDICATION SERVICES PROGRAM
●	2.8	Appeals decided based on those filed %	48%	53%		57.75%	108.97%	ADJUDICATION SERVICES PROGRAM
●	3.1	Hearing decisions reversed on appeal %	22%	27%		19.30%	139.93%	ADJUDICATION SERVICES PROGRAM
●	3.2	Adjudication related OUC service requests addressed timely %	88%	83%		86.24%	103.91%	ADJUDICATION SERVICES PROGRAM
Driver Services								
●	1.1	Driver Services customers whose wait times are 40 minutes or less %	63%	80%		66.23%	82.79%	DRIVER SERVICES PROGRAM
●	1.2	Average service center customer wait time in minutes #	35%	30		33.25	90.23%	DRIVER SERVICES PROGRAM



		Measure Name	FY2010 YE Actual	FY2011 YE Target	FY2011 YE Revised Target	FY2011 YE Actual	FY2011 YE Rating	Budget Program
●	1.3	Customers rating Driver Services as satisfactory or better %	83%	85%		84.09%	98.93%	DRIVER SERVICES PROGRAM
●	1.4	Licenses renewed online %	28%	27%		34.06%	126.14%	DRIVER SERVICES PROGRAM
●	1.5	ID cards renewed online %	9%	6%		9.17%	152.83%	DRIVER SERVICES PROGRAM
●	1.6	Active driver licenses #	274,676	0		351,537		DRIVER SERVICES PROGRAM
●	1.7	Active ID cards #	118,489	0		122,119		DRIVER SERVICES PROGRAM
●	1.8	Driver related OUC service requests addressed timely %	75%	87%		96.97%	111.46%	DRIVER SERVICES PROGRAM
Service Integrity								
●	1.1	Employees completing FDR training %	92%	90%		92.31%	102.56%	SERVICE INTEGRITY PROGRAM
Technology Services								
●	1.1	Increase in online driver/vehicle service use %	0	10%		36%	360%	TECHNOLOGY SERVICES PROGRAM
Vehicle Services								
●	1.1	Vehicle inspections per staff hour #	4.74	4		5.59	139.75%	VEHICLE SERVICES PROGRAM
●	1.2	Vehicle inspections #	201,315	0		182,064		VEHICLE SERVICES PROGRAM
●	1.3	Customers rating Vehicle Services as satisfactory or better %	83%	85%		87.30%	102.70%	VEHICLE SERVICES PROGRAM
●	1.4	Mail and dropbox registration renewals processed within 2 business days %	0	100%		100%	100%	VEHICLE SERVICES PROGRAM
●	1.5	Registrations renewed online %	54%	45%		62.16%	138.13%	VEHICLE SERVICES PROGRAM
●	1.6	Dealer transactions processed w/in 7 business days %	97%	98%		98.31%	100.32%	VEHICLE SERVICES PROGRAM
●	1.7	Active vehicle registrations #	275,043	0		277,582		VEHICLE SERVICES PROGRAM
●	1.8	Vehicle related OUC service requests addressed timely %	85%	87%		93.19%	107.11%	VEHICLE SERVICES PROGRAM