



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 490,000 licensed drivers and identification card holders (out of a population of nearly 617,000) and 282,000 registered vehicles at three service centers. We conduct adjudication services and collect ticket payments for more than 2.6 million tickets each year. We also conduct over 182,000 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 FY12 are listed by functional division.

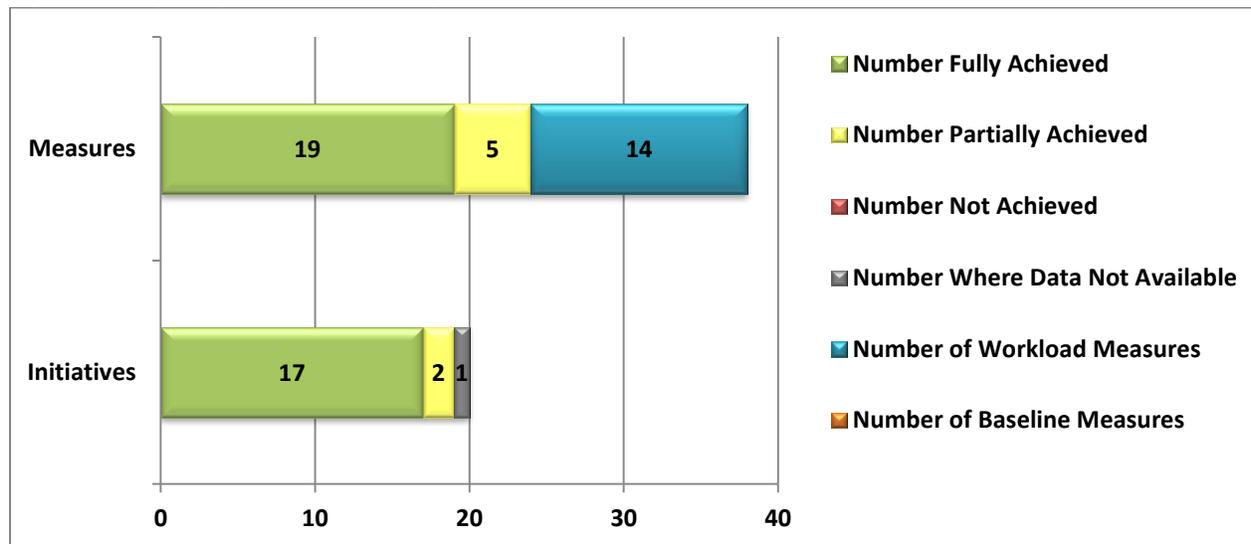
ACCOMPLISHMENTS

- ✓ Collected \$5.05 million in overdue fines by successfully launching a 6-month ticket amnesty program
- ✓ Successfully built-out and opened a Temporary Service Center
- ✓ Decreased the opportunity for temporary tag fraud by issuing hard tags for 45-days

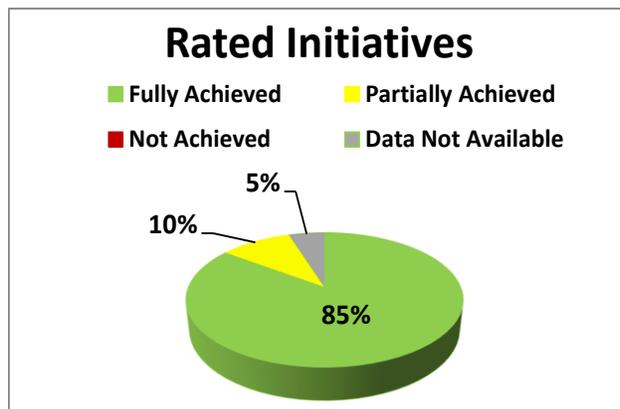
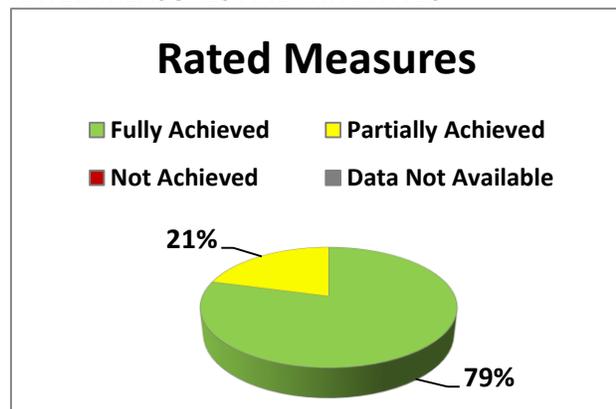


OVERVIEW OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES



Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	Fully Achieved
75 - 99.99%	Partially Achieved
$< 75\%$	Not Achieved



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: Investigate feasibility of charging an administrative hearing fee**
This initiative was fully achieved. In December 2011, an analysis was completed which concluded an administrative hearing fee, to reduce frivolous adjudication requests, is feasible upon proper notification to the public. There is precedent in other jurisdictions for such a fee, although in most cases it is levied in a court system. There are no known insurmountable technical obstacles to implementation; however, ticket reprinting and contractor programming will be required.
- **INITIATIVE 1.2: Create additional Appeals Board.**
This initiative was fully achieved. A third Appeals Board was created in October 2012 to reduce the time period for reviewing ticket appeal requests.

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

- **INITIATIVE 2.1: Publish hearing examiner handbook.**
This initiative was fully achieved. The handbook was completed in May 2012 to assist hearing examiners in the adjudication of tickets.
- **INITIATIVE 2.2: Require hearing examiners to attend DUI training.**
This initiative was fully achieved. Although the identified DUI course was no longer available, 90% of hearing examiners completed another webcast training course from the National Judicial College by September 2012.
- **INITIATIVE 2.3: Create law school internship program to assist with mail adjudication.**
This initiative was fully achieved. By July 2012, the law school internship program was implemented and initiative was extended to include summer youth interns who could assist with triaging mail adjudications prior to review by hearing examiners.

Agency Management

OBJECTIVE 1: Ensure a skilled and diverse workforce for quality customer service.

- **INITIATIVE 1.1: Provide customer service training to frontline employees.**
This initiative was fully achieved. By September 2012, 95% of frontline employees attended customer service training which also included ethics and computer skills.



Driver Services

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

- **INITIATIVE 1.1: Create online sample knowledge tests.**

This initiative was fully achieved. By February 2012, an online sample test was implemented to assist customers with preparing for the knowledge test.

- **INITIATIVE 1.2: Implement online check acceptance capability for licensing/registration transactions.**

This initiative was fully achieved. Although DMV has completed all our programming to implement this initiative, Treasury has not yet completed their requirements. Therefore, we don't expect the initiative to be fully implemented until mid-FY13.

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

- **INITIATIVE 2.1: Train frontline service center employees on foreign national services.**

This initiative was fully achieved. Over 90% of frontline employees were trained on foreign national services by November 2011 in order to distribute the function to all service centers.

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

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

This initiative was fully achieved. Although DMV has met the primary requirement of this initiative by imaging/scanning breeder documents by February 2012, we are also working on awarding a contract to further enhance our credentials.

Service Integrity

OBJECTIVE 1: Ensure the integrity, security and safety of DMV's licenses and registration.

- **INITIATIVE 1.1: Implement NMVTIS to reduce vehicle title fraud.**

This initiative was partially achieved. DMV did not meet this initiative due to testing challenges with our motor vehicle association and the need to scrub our existing titling data. We expect to fully implement NMVTIS by May 2012.

Technology Services

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

- **INITIATIVE 1.1: Implement online emergency contact information.**

This initiative was fully achieved. As of May 2012, DMV implemented an emergency contact module to allow customers to voluntarily provide contact information for law enforcement and medical personnel.

- **INITIATIVE 1.2: Create DMV You Tube Channel.**

This initiative was fully achieved. DMV implemented a You Tube Channel in December 2011 to showcase public service announcements and videos.



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

INITIATIVE 2.1: Integrate photos into WALES.

- This initiative was fully achieved. By September 2012, DMV made photos available to MPD's WALES to assist with law enforcement functions.

Vehicle Services

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

● **INITIATIVE 1.1: Allow for online insurance records.**

This initiative was partially achieved. Although an online insurance verification transaction was created by Sep 2012, it was not the process originally described in the initiative. Therefore, the programmers are in the process of modifying the transaction with expected completion by March 2013.

● **INITIATIVE 1.2: Develop option for low tag issuance by priority mail.**

This initiative was fully achieved. In February 2012, DMV implemented an option for low tag customers to renew vehicle registration by priority mail.

INITIATIVE 1.3: Implement settlement program for insurance lapse fines.

- This initiative is no longer applicable. Due to FY12 legislation to transfer the authority to collect insurance lapse fines from DMV to the Treasury, the City Administrator indicated this initiative was no longer applicable for DMV to complete.

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

INITIATIVE 2.1: Train frontline service center employees on for hire services.

- This initiative was fully achieved. As of November 2011, over 90% of frontline employees were trained on for hire services which were distributed to the all service centers.

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

● **INITIATIVE 3.1: Revamp government fleet program.**

This initiative was fully achieved. In June 2012, DMV revised the internal process for the government fleet program to streamline operations.

● **INITIATIVE 3.2: Reduce use of paper temporary tags.**

This initiative was fully achieved. Implementation of this initiative in May 2012 has contributed to a 40% reduction in the issuance of paper temporary tags.



Key Performance Indicators – Details

Performance Assessment Key:

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

	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
AGENCY MANAGEMENT								
	1.1	Customers rating overall DMV service as satisfactory or better	84	85		82.66%	97.25%	AGENCY MANAGEMENT
	1.2	% of organ donors through DMV	35	37		37.73%	101.97%	AGENCY MANAGEMENT
	1.3	OIG inquiries completed within deadline	100	100		100%	100%	AGENCY MANAGEMENT
	1.4	Correspondence addressed timely	98	90		91.29%	101.44%	AGENCY MANAGEMENT
ADJUDICATION SERVICES								
	2.1	Mail adjudication hearings completed within 150 days	82	75		78.59%	104.79%	ADJUDICATION SERVICES PROGRAM
	2.2	Adjudication customers whose wait times are 40 minutes or less	88	80		89.93%	112.41%	ADJUDICATION SERVICES PROGRAM
	2.3	Average adjudication customer wait time in minutes	17	30		17	176.47%	ADJUDICATION SERVICES PROGRAM
	2.4	Customers rating adjudication services as satisfactory or better	82	84		86.34%	102.78%	ADJUDICATION SERVICES PROGRAM
	2.5	Appeals decided based on those filed	58	55		55.58%	101.06%	ADJUDICATION SERVICES PROGRAM



	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
	2.6	Hearing decisions reversed on appeal	19	25		26.14%	95.64%	ADJUDICATION SERVICES PROGRAM
	2.7	Adjudication related OUC service request addressed timely	86	85		86.24%	101.46%	ADJUDICATION SERVICES PROGRAM
	2.8	Parking tickets adjudicated #	186,905	0		277,224	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.9	Parking tickets adjudicated %	9	0		14.64%	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.1	Adjudicated parking tickets dismissed %	50	0		49.62%	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.11	Photo tickets adjudicated #	42,104	0		56,925	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.12	Photo tickets adjudicated %	9	0		6.93%	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.13	Adjudicated photo tickets dismissed %	32	0		26.90%	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.14	Moving tickets adjudicated #	50,116	0		57,247	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.15	Moving tickets adjudicated %	39	0		55.61%	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.16	Adjudicated moving tickets dismissed %	59	0		59.56%	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM
	2.17	Appeals filed #	2,786	0		3,001	No Rated Workload Measure	ADJUDICATION SERVICES PROGRAM



	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
VEHICLE SERVICES								
●	3.1	Vehicle inspections per staff hour	5.6	4		4.11	102.65%	VEHICLE SERVICES PROGRAM
●	3.2	Customers rating vehicle services as satisfactory or better	87	85		90.45%	106.41%	VEHICLE SERVICES PROGRAM
●	3.3	Registrations renewed online	62	55		68.33%	124.24%	VEHICLE SERVICES PROGRAM
●	3.4	Dealer transactions proceeded within 7 business days	98	98		100%	102.04%	VEHICLE SERVICES PROGRAM
●	3.5	Vehicle related OUC service requests addressed timely	93	87		85.92%	98.76%	VEHICLE SERVICES PROGRAM
●	3.6	Vehicle Inspections #	182,064	0		191,159	No Rated Workload Measure	VEHICLE SERVICES PROGRAM
●	3.7	Active vehicle registrations #	277,583	0		282,276	No Rated Workload Measure	VEHICLE SERVICES PROGRAM
DRIVER SERVICES								
●	3.1	Service center customers whose wait times are 40 minutes or less.	66	75		67.80%	90.40%	DRIVER SERVICES PROGRAM
●	3.2	Average service center customer wait time in minutes	33	35		29.75	117.65%	DRIVER SERVICES PROGRAM
●	3.3	Customers rating Driver Services as satisfactory or better	84	85		80.86%	95.13%	DRIVER SERVICES PROGRAM
●	3.4	License renewed online	34	35		37.38%	106.79%	DRIVER SERVICES PROGRAM
●	3.5	ID cards renewed online	9	9		10.84%	120.41%	DRIVER SERVICES PROGRAM



	KPI	Measure Name	FY2011 YE Actual	FY2012 YE Target	FY2012 YE Revised Target	FY2012 YE Actual	FY2012 YE Rating	Budget Program
	●	3.6 Driver related OUC service requests addressed timely	97	87		91.22%	104.85%	DRIVER SERVICES PROGRAM
	●	3.7 Active driver license #	351,537	0		362,754	No Rated Workload Measure	DRIVER SERVICES PROGRAM
	●	3.8 Active ID cards #	122,120	0		128,872	No Rated Workload Measure	DRIVER SERVICES PROGRAM
TECHNOLOGY SERVICES								
	●	2.1 Usage of online driver/vehicle services use	36	33		55.59%	168.45%	TECHNOLOGY SERVICES PROGRAM
SERVICE INTEGRITY								
	●	1.1 Employees completing FDR training	92	92		92.31%	100.33%	SERVICE INTEGRITY PROGRAM