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 506,000 licensed drivers and identification card holders (out of a population of nearly 632,000) and 284,000 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 an estimated 191,000 annual vehicle inspections. Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance goals in FY13 are listed by functional division.
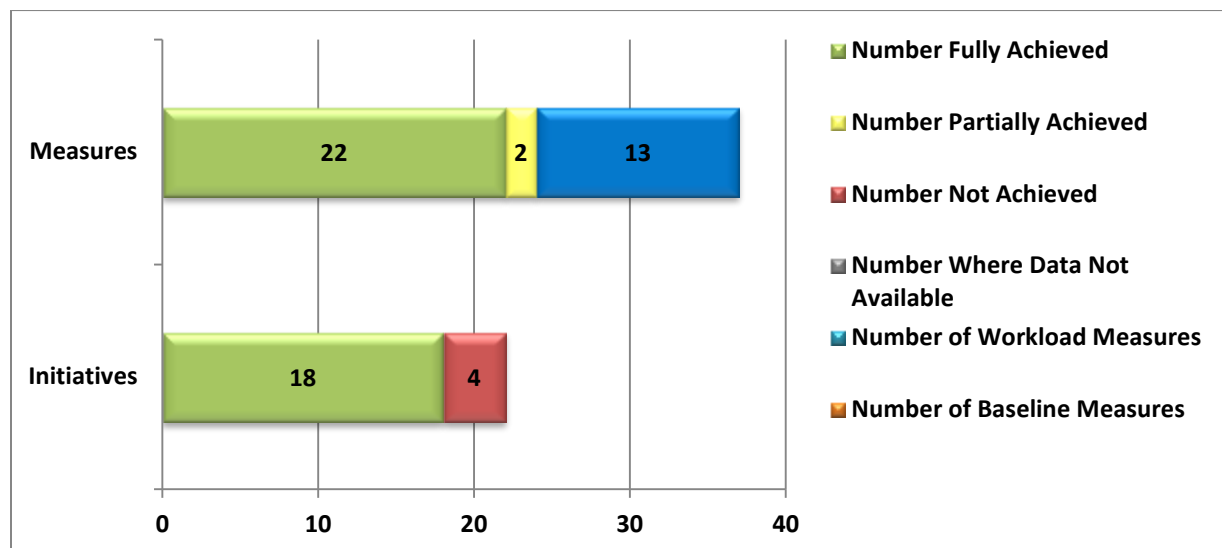
ACCOMPLISHMENTS

- ✓ Opening of Rhode Island Service Center

- ✓ Streamlining of Taxi registration renewal process

- ✓ Modification of renewal requirements for expired DC licenses (90/180 days to 365/545 days)
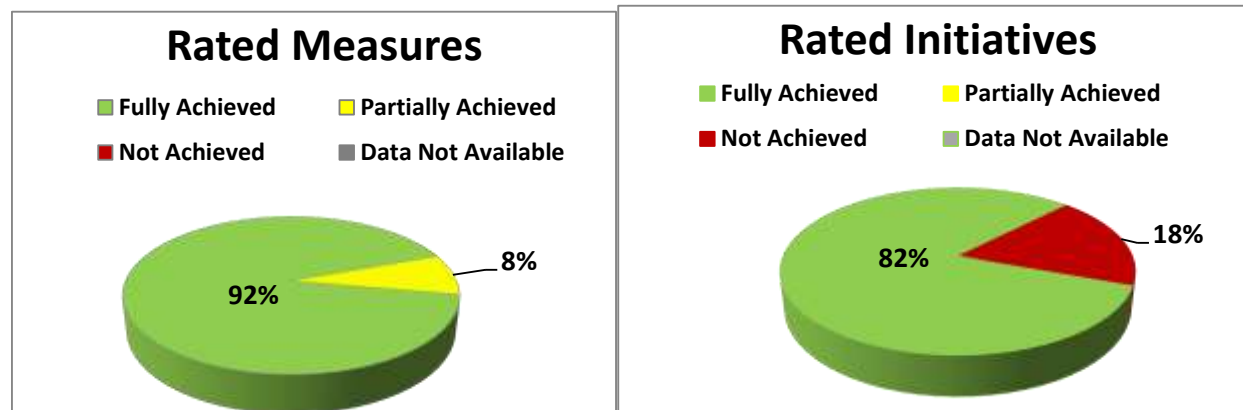
OVERVALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES

- Number Fully Achieved
- Number Partially Achieved
- Number Not Achieved
- Number Where Data Not Available
- Number of Workload Measures
- Number of Baseline Measures

RATED MEASURES AND INITIATIVES

Rated Measures

- Fully Achieved
- Partially Achieved
- Not Achieved
- Data Not Available

92% 8%

Rated Initiatives

- Fully Achieved
- Partially Achieved
- Not Achieved
- Data Not Available

82% 18%

Note: Workload and Baseline Measurements are not included

Default KPI Rating:		
>= 100%	Fully Achieved	
75 - 99.99%	Partially Achieved	
< 75%	Not Achieved	

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: Enhance the Ticket Access Service (TAS) to make it more user-friendly and efficient.

🟢 **This initiative was fully achieved.** TAS application was enhanced to make it more user-friendly and efficient; thereby, increasing customer service. This included enhancements to the creation of the account and the receipt of the account personal information number.

INITIATIVE 1.2: Reduce mail adjudication response time.

🟢 **This initiative was fully achieved.** A process and application were created and disseminated to area high schools. Several students, in an intern capacity, have assisted Adjudication Services with mail adjudication; thereby decreasing our workload.

INITIATIVE 1.3: Implement strategy to educate new residents on ticket adjudication.

🟢 **This initiative was fully achieved.** The web page provides new residents an opportunity to prevent tickets due to misinterpretation of district regulations. It also provides basic information pertinent to the adjudication process.

Agency Management

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

INITIATIVE 1.1: Open the Rhode Island Service Center

🟢 **This initiative was fully achieved.** The Rhode Island Service Center opened to the public on April 2, 2013.

INITIATIVE 1.2: Develop a solution for the unbanked population.

🔴 **This initiative was not achieved.** The District contacted three check cashing organizations to gage their interest; however, concept was not in their business model. Therefore, initiative was not implemented.

INITIATIVE 1.3: Improve language access for customers.

🟢 **This initiative was fully achieved.** The indicated web transactions were translated into Spanish and other languages required by the Language Access Act.

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

INITIATIVE 2.1: Train frontline service center employees on active listening.

● **This initiative was fully achieved.** 98% of all frontline employees have been trained.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's licenses and registration.
INITIATIVE 3.1: Obtain 36% overall organ donation designee.

● **This initiative was fully achieved.** At the end of fiscal year 2013 (FY2013), DMV achieved 40% overall organ donation designees.

Driver Services

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.
INITIATIVE 1.1: Create a brochure for new DC residents.

● **This initiative was fully achieved.** The brochure explaining the conversion of out of state credentials is available in all service centers. It is also available to outside entities.

INITIATIVE 1.2: Allow driving instructors to administer road tests.

● **This initiative was fully achieved.** As of July 15, 2013 third party testers are certified to give road tests to customers, for a fee.

INITIATIVE 1.3: Modify renewal requirements for expired DC license holders.

● This initiative was fully achieved. DMV extended the time period to three hundred sixty five (365) days for the written test and five hundred and forty-five (545) days for the road test. In addition, a person may take the online course designated by the Department, in lieu of taking the written examination.

OBJECTIVE 2: ensure the integrity, security and safety of DMV's licensing and identification cards.
INITIATIVE 2.1: Create CDL testing waiver for military

● **This initiative was fully achieved.** Military personnel may now receive credit for two years of military driving which is the equivalent of commercial vehicles.

Service Integrity

OBJECTIVE 1: Ensure the integrity, security and safety of DMV's licenses and registration.
INITIATIVE 1.1: Provide an online Fraudulent Document Recognition refresher course to frontline employees who issue driver licenses and titles.

● **This initiative was fully achieved.** 96% of frontline employees completed Fraudulent Document Recognition training.

INITIATIVE 1.2: Integrate US Passport Verification system into licensing system.

● **This initiative has not been completed** because the required information, from the US Department of State, has not been received for the necessary system integration.

Department of Motor Vehicles   *FY 2013Performance Accountability Report*
Government of the District of Columbia   *Published: January 2014*

4

Technology Services

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

INITIATIVE 1.1: Enhance online road test appointment system.

● **This initiative was fully achieved**. Computer enhancements have improved a customer's ability to reschedule road test appointments online.

INITIATIVE 1.2: Develop phone app for DMV renewal services

● **This initiative was fully achieved.** Three agency transactions: driver license renewal, identification card renewal, and vehicle registration renewal are mobile ready services designed for smartphones, tablets and e-readers.

INITIATIVE 1.3: Develop online solution for customers without internet access.

● **This initiative was not achieved.** The District contacted three check cashing organizations to gage their interest; however, the process was determined not to be consistent with their business model. Therefore, the initiative was not implemented.

Vehicle Services

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

INITIATIVE 1.1: Streamline taxi registration renewal process.

● **This initiative was fully achieved**. A process was created to spread out the registration renewal process for taxis with March registration expiration dates. This process will eliminate the taxi registration backlog which also negatively impacts non-for-hire customers.

INITIATIVE 1.2: Enable vehicle titling/registration by new car dealerships.

● **This initiative was not achieved.** It was determined it was not feasible or cost effective to use a third party for dealership titling/registration. Instead, the necessary computer programming will be done in-house in FY2014.

INITIATIVE 1.3: Investigate feasibility of mailing personalized tags.

● **This initiative was fully achieved.** The agency determined that mailing personalized tag was not feasible or cost effective; therefore, this initiative will not be implemented.

INITIATIVE 1.4: Create online transaction for calculating excise tax.

● **This initiative was fully achieved.** The online excise tax calculator is online and available to all customers.

OBJECTIVE 2: Ensure the integrity, security and safety of DMV's vehicle services.

INITIATIVE 2.1: Create online dealer registration process.

● **This initiative was fully achieved.** DC dealerships may now re-certify their yearly registration online using an e-form process.

Performance Assessment Key:

🟢 Fully achieved 🟡 Partially achieved 🔴 Not achieved ⚪ Data not reported 🔵 Workload Measure

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
Adjudication Services								
🟢	1.1	Percent of mail adjudication hearings completed within 150 days of request	78.59%	75%		74.92%	99.89%	ADJUDICATION SERVICES PROGRAM
🟢	1.2	Percent of adjudication customers whose wait times are 40 minutes or less	89.93%	80%		93.11%	116.39%	ADJUDICATION SERVICES PROGRAM
🟢	1.3	Average adjudication customer wait time in minutes	17	30		14.75	203.39%	ADJUDICATION SERVICES PROGRAM
🟢	1.4	Percent of customers rating adjudication services as satisfactory or better	86.34%	84%		90.20%	107.38%	ADJUDICATION SERVICES PROGRAM
🟢	1.5	Percent of appeals decided based on those filed	55.58%	57%		66.88%	117.34%	ADJUDICATION SERVICES PROGRAM
🟡	1.6	Percent of hearing decisions reversed on appeal	26.14%	25%		28.56%	87.53%	ADJUDICATION SERVICES PROGRAM
🟢	1.7	Percent of adjudication related OUC service requests addressed timely	86.24%	85%		87.10%	102.47%	ADJUDICATION SERVICES PROGRAM
🔵	1.8	Number of parking tickets adjudicated	277,224	Target Not Required		216,717	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
🔵	1.9	Percent of parking tickets adjudicated	14.64%	Target Not Required		12.02%	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
🔵	1.10	Percent of adjudicated parking tickets dismissed	49.62%	Target Not Required		47.96%	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
🔵	1.11	Number of photo tickets adjudicated	56,925	Target Not Required		94,737	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
🔵	1.12	Percent of photo tickets adjudicated	6.93%	Target Not Required		13.74%	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
🔵	1.13	Percent of adjudicated photo tickets dismissed	26.90%	Target Not Required		35.32%	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM

Department of Motor Vehicles   *FY 2013Performance Accountability Report*
Government of the District of Columbia   *Published: January 2014*

6

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
🔵	1.14	Number of moving tickets adjudicated	57,247	Target Not Required		40262	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
🔵	1.15	Percent of moving tickets adjudicated	55.61%	Target Not Required		41.60%	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
🔵	1.16	Percent of adjudicated moving tickets dismissed	59.56%	Target Not Required		52.57%	Workload Measure Not Rated	ADJUDICATION SERVICES PROGRAM
Agency Management								
🟢	1.1	Percent of customers rating overall DMV service as satisfactory or better	82.66%	85%		86.65%	101.94%	AGENCY MANAGEMENT
🟢	1.2	Percent of organ donors through DMV	37.37%	36%		39.53%	109.79%	AGENCY MANAGEMENT
🟢	1.3	Percent of correspondence addressed timely	91.29%	93%		96.35%	103.61%	AGENCY MANAGEMENT
Vehicle Services								
🟢	2.1	Number of vehicle inspections per staff hour	4.11	4		4.32	107.91%	VEHICLE SERVICES PROGRAM
🟢	2.2	Customers rating vehicle services as satisfactory or better	90.45%	87%		92.28%	106.07%	VEHICLE SERVICES PROGRAM
🟢	2.3	Dealer transactions processed within 7 business days	100%	98%		100%	102.04%	VEHICLE SERVICES PROGRAM
🟢	2.4	Vehicle related OUC service requests addressed timely	85.92%	87%		96.84%	111.32%	VEHICLE SERVICES PROGRAM
🔵	2.5	Number of vehicle inspections	191,159	Target Not Required		189,222	Workload Measure Not Rated	VEHICLE SERVICES PROGRAM
🔵	2.6	Number of active vehicle registrations	282,276	Target Not Required		1,146,861	Workload Measure Not Rated	VEHICLE SERVICES PROGRAM
Driver Services								
🟡	2.1	Percent of service center customers whose wait times are 40 minutes or less	67.80%	75%		71.76%	95.67%	DRIVER SERVICES PROGRAM
🟢	2.2	Average service center customer wait time in minutes	29.75	35		30.75	113.82%	DRIVER SERVICES PROGRAM
🟢	2.3	Percent of customers rating Driver Services as satisfactory of better	80.86%	85%		85.40%	100.47%	DRIVER SERVICES PROGRAM
🟢	2.4	Percent of driver related OUC service requests addressed timely	91.22%	87%		98.04%	112.69%	DRIVER SERVICES PROGRAM

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
🔵	**2.5**	Number of active driver license	362,754	Target Not Required		1,505,745	Workload Measure Not Rated	DRIVER SERVICES PROGRAM
🔵	**2.6**	Number of active ID cards	128,872	Target Not Required		536 573	Workload Measure Not Rated	DRIVER SERVICES PROGRAM
Technology Services								
🟢	**1.1**	Percentage usage of online driver/vehicle services use	55.59%	40%		58.75%	146.89%	TECHNOLOGY SERVICES PROGRAM
🟢	**1.2**	Percent of registrations renewed online	68.33%	65%		67.67%	104.11%	TECHNOLOGY SERVICES PROGRAM
🟢	**1.3**	Percent of licenses renewed online	37.38%	30%		33.65%	112.15%	TECHNOLOGY SERVICES PROGRAM
🟢	**1.4**	Percent of ID cards renewed online	10.84%	8%		9.45%	118.09%	TECHNOLOGY SERVICES PROGRAM
Service Integrity								
🟢	**1.1**	Percent of employees completing fraudulent document recognition refresher training	92.31%	90%		96.25%	106.94%	SERVICE INTEGRITY PROGRAM
🟢	**1.2**	Percent of law enforcement requests processed within 48 business hours	NA	90%		91.43%	101.59%	SERVICE INTEGRITY PROGRAM