

# Department of Motor Vehicles FY2017

## FY2017 Performance Accountability Report

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives, and key performance indicators (KPIs).

## Mission

The mission of DMV is to promote the safe operation of motor vehicles and public safety while providing outstanding customer service.

## Summary of Services

The DMV provides service to approximately 600,000 licensed drivers and identification card holders (out of a population of more than 650,000) and 300,000 registered vehicles at four service centers. We conduct adjudication services and collect ticket payments for 2.5 million tickets each year. We also conduct 200,000 annual vehicle inspections. Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance expectations are listed by functional division.

## FY17 Top Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In January 2017, DC DMV became the first jurisdiction in the nation to print vehicle recall information on the inspection report as another reminder for residents to take their vehicle to the manufacturer for needed repairs. Also, partnered with Honda to conduct the vehicle emission inspection and provide the Takata air bag replacement service for residents using special Monday hours.	This accomplishment gave DMV an opportunity to support its mission as a public safety agency.	This accomplishment encouraged road safety by providing an additional reminder to residents to get critical, needed vehicle repairs.
On June 27, 2017, DC DMV issued the nation's first gender neutral identifier (X) on a DMV credential. In FY17, 63 residents have opted for the new identifier.	This accomplishment supported DC DMV's vision to be a leader in innovation.	This accomplishment contributes to the safety of the LGBTQ community and provides gender options for all District residents.
DC DMV partnered with the Department of General Services to successfully relocate Adjudication Services from 301 C Street, NW to 955 L'Enfant Plaza, SW on February 13, 2017.	The move increased employee satisfaction by providing a better, safer and healthier working environment.	The move increased customer satisfaction by providing a customized state-of-the-art facility.

## 2017 Strategic Objectives

Objective Number	Strategic Objective
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 in-person, by mail and online processes and operations.
4	Create and maintain a highly efficient, transparent and responsive District government. **

Measure	Freq	Target	Q1	Q2	Q3	Q4	FY 2017	KPI Status	Explanation
<b>1 - Make it easier, faster and friendlier to do business with DMV. (5 Measures)</b>									
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Quarterly	80%	39.8%	35%	26.9%	19.7%	31.1%	Unmet	The mail adjudication KPI for parking and moving violations was not met due to staffing vacancies, the increase in photo enforcement ticket issuance and the inability to work overtime to address the backlog.
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Quarterly	75%	48.6%	28.9%	12.1%	11%	24.1%	Unmet	The mail adjudication KPI for photo violations was not met due to staffing vacancies, the increase in photo enforcement ticket issuance and the inability to work overtime to address the backlog.
Average adjudication customer wait time in minutes	Quarterly	20	11	8	7	11	9.25	Met	
Average service center customer wait time in minutes	Quarterly	30	31	30	25	21	26.75	Met	
Average cost per license/ID issued	Quarterly	39.39	39.39	39.39	39.39	39.39	39.39	Met	
<b>2 - Ensure a skilled and diverse workforce for quality customer service. (4 Measures)</b>									
Percent of customers rating Adjudication Services as satisfactory or better	Quarterly	88%	100%	83.3%	97.9%	94.7%	96.5%	Met	
Percent of customers rating Vehicle Services as satisfactory or better	Quarterly	90%	94.7%	94.7%	94.7%	93.3%	94.3%	Met	
Percent of customers rating Driver Services as satisfactory or better	Quarterly	85%	88.1%	91.2%	90.7%	90.8%	90%	Met	
Percent of customers rating overall DMV service as satisfactory or better	Quarterly	85%	88%	91.5%	91.3%	91.1%	90.3%	Met	
<b>3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (4 Measures)</b>									
Percent usage of main online driver/vehicle services transactions	Quarterly	60%	58.6%	59.2%	63.4%	66.9%	62.1%	Met	
Percent of registrations renewed online	Quarterly	67%	73.3%	74.9%	75.2%	77.6%	75.3%	Met	
Percent of licenses renewed online	Quarterly	0%	9.1%	10.5%	12.2%	15.3%	11.4%	Met	

Percent of ID cards renewed online	Quarterly	0%	1.2%	2.1%	2.7%	3.7%	2.5%	Met
<b>4 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure)</b>								
Percent of correspondence addressed within citywide standard of 15 days	Quarterly	95%	93.9%	94.1%	96.4%	97.2%	95.4%	Met

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2017 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	FY 2017
<b>1 - Adjudicate parking, moving and photo enforcement tickets (9 Measures)</b>						
Number of parking tickets adjudicated	Quarterly	43152	50337	58917	47461	199867
Percent of parking tickets adjudicated	Quarterly	13.5%	16.4%	15.4%	13.6%	14.7%
Percent of adjudicated parking tickets dismissed	Quarterly	54.5%	58.4%	56.5%	65.3%	58.7%
Number of photo tickets adjudicated	Quarterly	25804	17216	24704	37012	104736
Percent of photo tickets adjudicated	Quarterly	11%	5.6%	7.6%	10.8%	8.7%
Percent of adjudicated photo tickets dismissed	Quarterly	22.6%	23%	31.2%	27.9%	26.6%
Number of moving tickets adjudicated	Quarterly	7244	9869	7659	4760	29532
Percent of moving tickets adjudicated	Quarterly	60.1%	93.3%	47.6%	27.9%	53%
Percent of adjudicated moving tickets dismissed	Quarterly	82.2%	83.7%	84.7%	59.6%	79.7%
<b>1 - Inspect vehicles for emissions and safety (1 Measure)</b>						
Number of vehicle inspections	Quarterly	42946	42887	46379	46624	178836
<b>1 - Issue driver licenses and identification cards (2 Measures)</b>						
Number of driver licenses issued	Quarterly	34428	35554	34419	35186	139587
Number of identification cards issued	Quarterly	10017	11200	11077	11419	43713
<b>1 - Title and register vehicles (1 Measure)</b>						
Number of vehicle registrations issued	Quarterly	62375	62220	67994	67989	260578
<b>2 - Provide annual employee customer service training (1 Measure)</b>						
Percent of employees attending annual customer service training	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97
<b>2 - Provide customer service training (1 Measure)</b>						
Percent of employees trained on customer service	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97
<b>3 - New licensing and registration system (1 Measure)</b>						

Cost of new licensing/registration system	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0
<b>3 - New Ticket Processing System (1 Measure)</b>						
Cost of new ticket processing system	Annually	Annual Measure	Annual Measure	Annual Measure	Annual Measure	0

## 2017 Strategic Initiatives

Title	Description	Complete to Date	Status Update	Explanation
<b>HEARINGS (1 Strategic Initiative)</b>				
Elimination of Non-Driver Suspensions/Revocations	Many resources, including DMV personnel and law enforcement, are used to process and manage driver license suspensions/revocations. Therefore, DMV will conduct a study to determine the feasibility and impact of elimination non-driver related suspensions/revocations. Furthermore, the elimination of non-driver related suspensions/revocations will allow more residents to maintain a valid driver license which may be necessary for them to work and provide for their families.	Complete	The initiative was completed. The study recommended that drug related convictions not result in license revocations. The Mayor submitted legislation in January 2017 in support of this finding. Convictions related to delinquent child support payments are federal law and must continue to result in license revocations. Judgments, usually related to insurance, require further review.	
<b>INFORMATION TECHNOLOGY (2 Strategic initiatives)</b>				
Evaluate bids for ticket processing system	DMV will submit Requests for Proposals (RFP) and evaluated bids for FY2017. A new ticket processing system is necessary to allow the District to process moving, parking and photo tickets that are issued by providing a means for customers to contest or pay the tickets	75-99%	The RFP for the ticket processing system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the Attorney General. It is anticipated the RFP will be put out to bid the first quarter of FY18.	The RFP for the ticket processing system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the Attorney General. It is anticipated the RFP will be put out to bid the first quarter of FY18.
Evaluate bids for licensing and registration system	DMV will submit Requests for Proposals (RFP) and evaluated bids for FY2017. A new licensing/registration system is necessary to allow residents to obtain and renew licenses/IDs and title and register vehicles."	75-99%	The RFP for the licensing/registration system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the Attorney General. It is anticipated the RFP will be put out to bid the	The RFP for the licensing/registration system is currently being reviewed by the Office of the Contracts and Procurement and the Office of the

			first quarter of FY18.	Attorney General. It is anticipated the RFP will be put out to bid the first quarter of FY18.
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**INSPECTIONS (2 Strategic initiatives)**

Synchronized Vehicle Inspection/Registration	Currently, DMV's vehicle inspection and registration expiration dates do not fall on the same day. This often leads to customer confusion. Therefore, DMV will study the feasibility, especially related to a mandatory two year inspection and one or two year registration, of synchronizing the inspection and registration date so they fall on the same date. The study will also review the elimination of the twenty day fail inspection sticker.	Complete	The study supported a recommendation to synchronize the inspection and registration dates. However, the study acknowledge the synchronization may be cost prohibited to a large percent of the District's population due to the requiring residents to purchase a two year vehicle registration versus the optional one year registration.	
Self-Service Inspection Kiosk	The FY17 budget contains funds for DMV to develop and install one self-service OBD emission kiosk as a pilot initiative. The kiosk will allow residents with model year vehicles 1997 and later to conduct drive by on-board diagnostic (OBD) inspections at a location other than the Inspection Station. This allows for customer flexibility and increased satisfaction.	75-99%	Although the OBD kiosk was received from the vendor and tested prior to September 30, 2017, it was not installed for customer use. This was due to the requirement to brief the community and ANCs about the kiosk prior to installation.	Although the OBD kiosk was received from the vendor and tested prior to September 30, 2017, it was not installed for customer use. This was due to the requirement to brief the community and ANCs about the kiosk prior to installation.

**LICENSING (6 Strategic initiatives)**

Personally Identifiable Information (PII) Encrypted Emails	To ensure increased security of customer's personally identifiable information (PII), DMV will implement email encryption for all outgoing emails which include PII. This initiative supports requirements outlined by the Office of the Chief Technology Officer as it relates to computer security. We will also update our website to communicate encryption requirements and alternative forms of communication to the public.	Complete	This initiative is complete.	
DCPS Lottery Application Integration	To streamline the DCPS school lottery application for the 2017-2018 school year, as it relates to residency, DMV will integrate our system with DCPS' system to verify and confirm residency. Although residency fraud is possible throughout city applications, layered	Complete	DCPS will coordinate with OCTO to utilize DC CAS residency data.	

	approaches of verification reduce potential fraud.			
Gender Neutral Identifier	In support of the LGBTQ community, and their safety, DMV will create the option for the use of a gender neutral identifier on DC DMV credentials. This initiative will expand upon our current Gender Designation form.	Complete	This initiative has been completed.	
Online Driver Education	In 2016, the DC Council passes legislation requiring DMV to explore the feasibility of low to no cost driver education. Therefore, DMV will explore the feasibility of creating and offering mandatory online, classroom driver education for first time drivers. The study will determine the effectiveness and potential costs of such courses.	Complete	The study supported the feasibility of offering low-cost online driver education for the knowledge part of driver education. However, there is still an issue with the cost for the on-the-road part of driver education.	
Create digital ID pilot	In keeping with increased technology needs, DC DMV will join several other jurisdictions in the creation of a digital identification pilot. The pilot will consist of the policies, processes and structure for creating and using a digital identification card. The pilot will enable the agency to tweak technology requirements, obtain customer feedback and determine the feasibility of full implementation.	Complete	The pilot program for this initiative was completed. The next phase of the project will be to determine how to move forward on a wider scale.	
Online Medical Reporting	In FY16, DMV explored the feasibility of allowing physicians to submit medical eye and physical reports online. Based on the exploration, DMV will implement an online module that will provide physicians an electronic option for submitting the reports. Online submissions are streamlined and prevent in-person visits.	Complete	This initiative allows medical practitioners the ability to submit the medical eye and physical report online directly from their offices to streamline the process.	

**REGISTRATIONS (5 Strategic initiatives)**

Low Tag Expiration Extension	Currently, low tags (i.e., 1-1250 tags which are issued by the Mayor and Council) expire each year on March 30th. Since the majority of low tags are issued for the duration of the Mayor or Councilmember's term, this one year expiration results in DMV efficiencies and customer inconveniences. Therefore, DMV will extend low tags from one to two years.	Complete	DMV notified the Mayor's office and Council that 2017 low tag issuance would be two years, instead of one.	
Online Salvage Title Log	Currently, customers with salvage titles must submit their titles to DMV for law enforcement to conduct a salvage and auto theft inspection. Since the time period can vary, the customer often must make an in-person DMV visit to determine if their title has been returned and is approved for titling and registration. DMV will create an online salvage title log transaction which allows customers to check the status of their request.	Complete	This initiative was completed on June 27, 2017.	

Elimination of H and L Tags	Currently, for hire vehicles are issued H (i.e., taxi) or L (i.e., limo) tags. Since there is no necessary requirement of issuing these specific tags, other than past practice, DMV will study the feasibility of eliminating these tags and issuing regular passenger tags to streamline DMV operations and increase customer service.	Complete	The study supported the recommendation to eliminate H and L tags and provide these vehicles with regular tags due to the ability for customers to identify DC taxis by their standard color scheme and dome lights.	
IRP Fee Enhancements	Due to the implementation of Full Reciprocity Plan (FRP) for the International Registration Program (IRP), it is necessary for DMV to review the IRP fee schedule to defray the costs of enforcement and expanded operations in the District. Enhancements includes increase IRP weight fees for heavy commercial vehicles, implementation of a bus fee schedule for charter buses, adding a separate administration fee to trip permits and implementing non-apportionable vehicle safety fee for non-DC registrants.	Complete	Although the study did show the revenue shortfall associated with the implementation of the FRP, options to implement other IRP related enhancements to make up for the shortfall were not feasible.	
Mail/Online Titling/Registration Process	Currently, when a resident purchases a new vehicle, either the dealer submits the paperwork for the resident or the resident must make an in-person visit to DMV. To further streamline the process and provide increased service options, DMV will explore the feasibility of allowing residents to use a combination mail/online transaction to complete the process.	Complete	The study supported a recommendation of implementing a by mail (using certified or expedited mail) option, similar to the current dealer process, for titling and registering vehicles for residents. It was determined online options are not feasible at this time. Therefore, online options will be explored when a new registration system is implemented.	