

Department of Motor Vehicles FY2019

Agency Department of Motor Vehicles

Agency Code KVO

Fiscal Year 2019

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.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Special Indicators for Autism/Intellectual Disabilities	It is a voluntary service that DMV can provide to residents of the District during the normal course of issuing, renewing or updating a license or identification card.	Residents of the District now have the option to add this potentially life-saving indicator to their license or identification card, which will alert law enforcement and others to their disability.
DMV University Rollout	DMV now has a formal training program with a course catalog that is available to management. The course catalog includes the training courses offered by the Department of Human Resources.	Better trained employees can give better customer service. Residents will benefit from well-informed, knowledgeable staff members.
Chat Adjudication Pilot	This is another options for customers to adjudicate parking tickets and another opportunity to offer improved customer service.	This accomplishment gives customers another option to adjudicate parking tickets.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Provide outstanding customer service. (9 Measures)											
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Quarterly	31.1%	22.8%	70%	73.6%	50.6%	60.2%	96.1%	70.4%	Met	
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Quarterly	24.1%	75.8%	75%	100%	67.4%	48.7%	91.3%	76.9%	Met	
Average adjudication customer wait time in minutes	Quarterly	9.3	10	15	11	9	9	11	10	Met	
Average service center customer wait time in minutes	Quarterly	26.8	23	30	23	27	28	38	29	Met	
Percent of customers rating Adjudication Services as satisfactory or better	Quarterly	96.5%	93.7%	90%	93.5%	97.5%	96.7%	100%	96.2%	Met	
Percent of customers rating Driver Services as satisfactory or better.	Quarterly	90%	90.4%	85%	91.1%	91.8%	90.7%	87.4%	89.9%	Met	
Percent of customers rating Vehicle Services as satisfactory or better.	Quarterly	94.3%	94.3%	90%	96%	94.7%	94.7%	94.7%	95%	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Percent of correspondence addressed within citywide standard of 15 days.	Quarterly	95.4%	97.9%	95%	95.9%	82.4%	81.9%	96.7%	90.3%	Nearly Met	DMV discovered a discrepancy in how the SLAs were being calculated and in the notification due dates of correspondence to be closed.
Percent of customers rating overall DMV service as satisfactory or better.	Quarterly	90.3%	90.8%	85%	91.8%	92.6%	90.4%	88.8%	90.9%	Met	
2 - Develop and retain a skilled and diverse workforce. (2 Measures)											
Percent of employees rating DMV as satisfactory or better, overall.	Annually	New in 2019	New in 2019	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	63.6%	Met	
Percent of employees attending annual customer service training.	Annually	93%	95.8%	94%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.3%	Met	
3 - Protect and secure DMV data and processes. (1 Measure)											
Percent of biometric facial recognition cleared within 45 days	Quarterly	99.9%	99.9%	95%	100%	100%	100%	100%	100%	Met	
4 - Cultivate innovative solutions to improve customer safety. (1 Measure)											
Percent of customers reached from safety education	Annually	New in 2019	New in 2019	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	
5 - Optimize processes and systems as technology evolves. (4 Measures)											
Percent of registrations renewed online	Quarterly	75.3%	76.8%	67%	74.4%	74%	76%	77.3%	75.5%	Met	
Percent of licenses renewed online	Quarterly	11.4%	15.5%	5%	14.8%	14.5%	13.4%	12.2%	13.6%	Met	
Percent of ID cards renewed online	Quarterly	2.5%	3.5%	1%	4.6%	5.9%	4.4%	5.4%	5.1%	Met	
Percent of organ donor designees through DMV	Quarterly	38.9%	40.1%	40%	40.8%	41.1%	41.3%	41.7%	41.3%	Met	
6 - Create and maintain a highly efficient, transparent, and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99.1%	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	87.8%	No Target Set	
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	16.7%	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral

agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)							
Percent of parking tickets adjudicated	14.7%	14%	22.6%	19.2%	14.9%	17.4%	18.2%
Percent of photo tickets adjudicated	8.7%	10.3%	2.6%	3.8%	4.1%	6.4%	4.3%
Percent of moving tickets adjudicated	53%	41.3%	25.8%	27.3%	30.8%	22.4%	26.5%
1 - Issue driver licenses and identification cards (2 Measures)							
Number of driver licenses issued	139,587	134,204	32,047	35,422	38,517	42,284	148,270
Number of identification cards issued	43,713	44,532	10,468	11,483	11,730	12,461	46,142
1 - Title and register vehicles (1 Measure)							
Number of vehicle registrations issued	260,578	257,509	59,709	61,353	67,161	66,790	255,013
2 - Provide general and administrative support (2 Measures)							
Percent of employees trained on customer service	97	93.7	Annual Measure	Annual Measure	Annual Measure	Annual Measure	98.3
Number of employees	Waiting on Data	Waiting on Data	244	242	243	266	266
4 - Provide general and administrative support (1 Measure)							
Number of customers reached	New in 2019	New in 2019	6553	6695	6774	6871	26,893

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Provide outstanding customer service. (4 Activities)			
Vehicle Services	Title and register vehicles	Titles and registers vehicles by providing legal certification services to residents and non-residents by providing timely documentations of ownership and authority to operate, allowing them to legally drive, park or sell their vehicles	Daily Service
Driver Services	Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
Adjudication Services	Adjudicate parking, moving and photo enforcement tickets	Adjudicate parking, moving and photo enforcement tickets by providing fair and equitable reviews of ticket and permit violations for respondents so they can resolve outstanding issues of liability.	Daily Service
Agency Management	Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control	Daily Service
2 - Develop and retain a skilled and diverse workforce. (1 Activity)			
Agency Management	Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
3 - Protect and secure DMV data and processes. (1 Activity)			
Agency Management	Provide general and administrative support	Provides general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
4 - Cultivate innovative solutions to improve customer safety. (2 Activities)			
Agency Management	Provide general and administrative support	Provide general and administrative support along with the required tools to achieve operational and programmatic results. This includes financial operations, customer service, administrative services, legislative affairs, facility management, as well as warehousing and inventory control.	Daily Service
Driver Services	Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service
5 - Optimize processes and systems as technology evolves. (2 Activities)			
Information Technology	Systems necessary for DMV operations	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service
Driver Services	Issue driver licenses and identification cards	Issue driver licenses and identification cards by providing driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residency and driving qualifications so they may legally operate their vehicles.	Daily Service

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Adjudicate parking, moving and photo enforcement tickets (1 Strategic Initiative)				
Pilot Chat Adjudication	Currently, DMV adjudicates parking tickets in-person and by mail. However, with technology and social media becoming more prominent in the workplace, we need to keep moving forward with innovative ideas. Therefore, by March 31, 2019, DMV will start piloting conducting parking ticket adjudication by live web chatting. This pilot will let us know whether this is a feasible method for adjudicating this ticket type. The measure of success will be the number of chat adjudications that can be done per day by 1 hearing examiner.	Complete	DMV did a soft launch of this pilot program. There will be an incremental push to get more participation over the next few months.	
Issue driver licenses and identification cards (5 Strategic initiatives)				
Integrate DMV Licensing System w/OAG Child Support System	Currently, the Office of the Attorney General's (OAG) Child Support Division sends an electronic file to DMV which provides DMV with information on residents who are delinquent on child support. Once we receive the file, we place a pending revocation on the resident's driver license. When the resident comes back into compliance with his/her child support, he/she must bring a letter from the OAG indicating compliance so DMV can reinstate his/her license. Since the current process is not ideal, by September 30, 2019, DMV and OAG will integrate our two systems such that the entire process is electronic and streamlined.	75-99%	This was a part of the Sept 23, 2019 Destiny Build that was delayed until October 2019 because other items in the Destiny Build were not complete and ready for implementation.	This was a part of the Sept 23, 2019 Destiny Build that was delayed until October 21, 2019 because other items in the Destiny Build were not complete and ready for implementation.

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Pilot Offering Knowledge Test in Testing Locations	Currently, residents who need to take the DMV knowledge test to obtain a learner permit must make an in-person visit to one of DMV's four service center locations. This often results in increased wait times, especially in the summer months when youth are out of school. Therefore, by September 30, 2019, DMV will pilot the use of supervised testing locations for offering the knowledge test. These testing locations will be certified by DMV and monitored to ensure compliance with all of DMV's regulatory requirements. If successful, the use of testing centers will increase customer satisfaction and reduce customer wait times at DMV service center locations. The measure of success will be the number of people who take advantage of the off-site knowledge test per month.	Complete	It was 100% completed on July 30, 2019 but implemented on Sept 16, 2019. Implementation was delayed due to a requirement for the regulation change to be passed.	
Integrate DESTINY with IID	Currently, DMV's Ignition Interlock Device (IID) Program is not integrated with our licensing system, DESTINY. Therefore, we must make manual updates to the system to reflect residents' participation in the Program. By September 30, 2019, we will integrate DESTINY with IID such that updates are electronic, seamless and accurate.	75-99%	The Destiny build for implementation was delayed due to the complexity of overhauling the IID program, building a new module in Destiny and pending legislation approval. Once emergency legislation is approved, the programming to finalize items in the rulemaking will be completed and implemented. The estimated implementation date is Nov 2019.	The Destiny build for implementation was delayed due to the complexity of overhauling the IID program, building a new module in Destiny and pending legislation approval. Once emergency legislation is approved, the programming to finalize items in the rulemaking will be completed and implemented. The estimated implementation date is Nov 2019.
Communicate New Driving Rules	Currently, DC DMV uses a random 5-question assessment during the online driver license renewal process to refresh drivers on the rules of the road. By January 2019, DMV will also insert new rules of the road tips in driver license and registration renewal notices. These rules of the road tips will communicate new and revised rulemaking and legislation which impact DC drivers. Additionally, the information will highlight certain road rules which further the city's Vision Zero initiative of reaching zero traffic fatalities and serious injuries by 2024.	Complete	completed in quarter 2	
Create Special Indicators for Autism/Intellectual Disabilities	Currently, in the District, there is no way for law enforcement to know a driver or vehicle passenger may have special needs due to autism or intellectual disabilities. This unknown could have tragic results for the person stopped by law enforcement. Therefore, by February 28, 2019, DMV will partner with the JP Jumpers Foundation to create special driver license and identification card indicators that will provide this critical information to law enforcement. This initiative will require rulemaking and system changes for DC DMV.	Complete	Completed in quarter 2	
Provide general and administrative support (5 Strategic initiatives)				
Rollout DMV University	Currently, DMV does not have a formal training curriculum which management can sign employees up to attend when they need a refresher on basic DMV processes such as how to issue a license or register a vehicle. Therefore, by September 30, 2019, DMV will implement a formal training program with a course catalog that will be available to management. The course catalog will also include the training courses offered by the Department of Human Resources.	Complete	This program is available as refresher training.	
Provide Annual Customer Service Training	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, by September 30, 2019, DMV will internally train 93% of frontline employees on DMV specific customer service techniques.	Complete	Training classes have been completed.	
Conduct Annual Employee Surveys	By January 31, 2019, DMV will start conducting an annual employee survey to determine the employee satisfaction level within their administration and agency. The survey will allow us to pinpoint areas which require improvements such that initiatives can be created to address any areas of concern. Once the survey has been established and refined, we will conduct bi-annual surveys.	Complete	Was completed in quarter 2.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Implement Actions for Address Fraud	Fraud For the last year, DMV's Service Integrity Office has been working on a project related to DMV address fraud. As a result of this year-long investigation, by September 30, 2019, DMV will implement actions to identify and reduce occurrences of address fraud.	Complete	This initiative was completed on September 25, 2019.	
Educate Public on Driving Drunk/Drugged	Most of the public safety educational efforts related to driving come from the District's Metropolitan Police Department and Department of Transportation. However, during December 2018, DMV will conduct a specific educational campaign aimed at educating District residents on the negative impacts of driving drunk and drugged. The outreach will be targeted email and mail correspondence to DC drivers and we expect to reach approximately 400,000 people.	Complete	Completed in quarter 1.	
Systems necessary for DMV operations (1 Strategic Initiative)				
Integrate DMV and DDOT's RPP Databases	Currently, when the District's Department of Transportation (DDOT), which regulates parking, updates a residential parking permit (RPP) location, they must email the information to DMV so we can update our RPP database. Clearly, this process is less than ideal and may result in databases that are not in synch. Therefore, by September 30, 2019, DMV will integrate DDOT's RPP database with our database such that all updates occur electronically.	75-99%	DMV was ready and had completed the necessary work to initiate the interface to receive the RPP data electronically, but DDOT has submitted a RFP for a brand new system that they intend to put in production by December of 2019. Therefore, they did not want to do any interface at this point with the old system that is going to be replaced in December. They requested that DMV wait till after they implement their new system to do complete the interface.	DMV was ready and had completed the necessary work to initiate the interface to receive the RPP data electronically, but DDOT has submitted a RFP for a brand new system that they intend to put in production by December of 2019. Therefore, they did not want to do any interface at this point with the old system that is going to be replaced in December. They requested that DMV wait till after they implement their new system to do complete the interface.
Title and register vehicles (2 Strategic initiatives)				
Implement Vehicle Beneficiary Process	Currently, when a DC vehicle owner dies, and there is no surviving joint owner of the vehicle, a legal process is required to transfer ownership of the vehicle to another person. This process is often cumbersome and timely. Therefore, by August 31, 2019, DMV will implement a process in which the vehicle owner can designate a beneficiary to receive ownership of a DC titled vehicle upon their death. Since the designation is made prior to the death of the individual, the vehicle will not be considered part of the estate; therefore, a legal Letter of Administration will not be required for transfer. This initiative will require rulemaking and system changes for DC DMV.	Complete	The rulemaking and system changes were completed.	
Synchronize Inspection and Registration Dates	Currently, the DMV vehicle inspection period is two years and the registration is either one or two years. This results in the two expiration dates not being the same and adds to customer confusion. Therefore, by September 30, 2019, DMV will synchronize the dates to one year. Additionally, we will eliminate the inspection failure sticker and the two free re-inspections and decrease the inspection fee from \$35 to \$30 for passenger vehicles due to charging for every inspection.	0-24%	It was determined that this initiative was not feasible this fiscal year.	It was determined that this initiative was not feasible this fiscal year. The City Administrator has requested that we present him with additional documentation for his review and reconsideration.