

Department of Motor Vehicles FY2021

Agency Department of Motor Vehicles

Agency Code KVO

Fiscal Year 2021

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.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Online Transaction (Title & Registration) of vehicles sold during a private sale	By customers being able to "skip-the-trip" and not come to the service center, DMV has a reduced wait time.	This initiative saves the residents time, by not having to wait in line and appear in-person, at the DMV.
Remote Hearings	This initiative gives another level of customer service and thereby increases customer satisfaction.	This initiative save residents time by allowing them to have a hearing while at home or work.
Custom Road Test Vehicles	The vehicles are equipped with dual foot pedals, so it is easier for the examiners to stop the vehicle, if necessary.	Those customers, who did not have access to a vehicle, were not able to take the road test or had the extra burden of trying to locate a suitable vehicle. Now everyone has access to a safe vehicle for testing.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Provide outstanding customer service. (9 Measures)											
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Quarterly	70.4%	63.7%	70%	99.9%	100%	100%	100%	100%	Met	
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Quarterly	76.9%	56.4%	75%	99.7%	100%	100%	100%	99.9%	Met	
Percent of customers rating Adjudication Services as satisfactory or better	Quarterly	96.2%	95.2%	91%	100%	54.9%	100%	97.7%	91.9%	Met	
Percent of customers rating Driver Services as satisfactory or better.	Quarterly	89.9%	92.9%	85%	94.1%	91.8%	91.2%	90.9%	91.9%	Met	
Percent of customers rating Vehicle Services as satisfactory or better.	Quarterly	95%	95.4%	92%	98.2%	97.6%	98%	97.6%	97.9%	Met	
Percent of correspondence addressed within citywide standard of 15 days.	Quarterly	90.3%	98.4%	95%	100%	99.4%	99.3%	98.5%	99.4%	Met	
Percent of customers rating overall DMV service as satisfactory or better.	Quarterly	90.9%	93.1%	85%	97.1%	94.8%	95.7%	95.4%	95.8%	Met	
Average adjudication customer wait time in minutes	Quarterly	10	5.8	13	4	3	3	4	3.5	Met	
Average service center customer wait time in minutes	Quarterly	29	14.5	30	4	5	16	30	13.8	Met	
2 - Develop and retain a skilled and diverse workforce. (2 Measures)											
Percent of employees rating DMV as satisfactory or better, overall.	Annually	63.6%	57.5%	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
Percent of employees attending annual customer service training.	Annually	98.3%	96.8%	94%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95.82%	Met	
3 - Protect and secure DMV data and processes. (1 Measure)											
Percent of biometric facial recognition cleared within 45 days	Quarterly	100%	100%	97%	100%	100%	100%	100%	100%	Met	
4 - Cultivate innovative solutions to improve customer safety. (1 Measure)											
Percent of customers reached from safety education	Quarterly	100%	100%	80%	100%	100%	97.5%	97.2%	98.6%	Met	
5 - Optimize processes and systems as technology evolves. (4 Measures)											
Percent of registrations renewed online	Quarterly	75.5%	83%	72%	87.5%	87.6%	87.1%	83.9%	86.4%	Met	
Percent of licenses renewed online	Quarterly	13.6%	23.7%	10%	33.2%	37.2%	26.3%	23.2%	29.3%	Met	
Percent of ID cards renewed online	Quarterly	5.1%	13.9%	2%	37.6%	42.7%	25.1%	18.1%	29.1%	Met	
Percent of organ donor designees through DMV	Quarterly	41.3%	42.1%	40%	43%	43.2%	43.4%	43.6%	43.3%	Met	

2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)							
Percent of parking tickets adjudicated	18.2%	14.5%	12.4%	8.2%	6.9%	7.4%	7.8%
Percent of photo tickets adjudicated	4.3%	14.4%	9.3%	7.6%	10.8%	9.2%	9.1%
Percent of moving tickets adjudicated	26.5%	52.6%	18.7%	21.2%	21.4%	36.6%	25%
1 - Issue driver licenses and identification cards (2 Measures)							
Number of driver licenses issued	148,270	111,525	26,314	26,449	37,016	40,837	130,616
Number of identification cards issued	46,142	26,672	4905	5932	9605	12,704	33,146
1 - Title and register vehicles (1 Measure)							
Number of vehicle registrations issued	255,013	213,844	51,039	55,314	58,744	68,380	233,477
2 - Provide general and administrative support (2 Measures)							
Percent of employees trained on customer service	98.3%	96.8%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	95.82%
Number of employees	266	249	235	246	246	269	269
4 - Provide general and administrative support (1 Measure)							

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
Number of customers reached	26,893	29,332	8064	8444	8752	8963	34,223

2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Provide outstanding customer service. (4 Activities)		
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
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
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
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
2 - Develop and retain a skilled and diverse workforce. (1 Activity)		
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
3 - Protect and secure DMV data and processes. (3 Activities)		
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
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
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
4 - Cultivate innovative solutions to improve customer safety. (4 Activities)		
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
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
Information technology	Provide integrated and reliable information systems for all DMV services and comply with Districtwide technology standards and requirements.	Daily Service
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
5 - Optimize processes and systems as technology evolves. (4 Activities)		
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
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
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
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

2021 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)				
Remote Hearings	Currently, DMV only offers ticket adjudication hearing via in-person, online, or mail. DMV will pilot a new hearing option (for six months) through the use of virtual video technology. If successfully piloted, DMV will implement the method as a permanent option for public use and convenience.	Complete	The pilot was successful, so DMV has implemented virtual hearings as a permanent hearing option for the public..	
Issue driver licenses and identification cards (3 Strategic initiatives)				
Online Knowledge Tests	Currently, DMV only offers in-person knowledge testing, however, as the District's population expands, so does the demand for this service, which is the agency's longest service center transaction by far. The DMV will implement the Online Knowledge Testing (Proctoring) to add more convenience to the public and reduce the volume and wait times in the service centers.	75-99%	DC DMV continues to work with a system vendor to manage/host the online knowledge testing solution.	Due to legal hurdles, a new vendor had to be identified. A product demo is scheduled for mid-October 2021
Medical Certification Portal	Currently, all doctor's certifications comes to the DC DMV via in-person visits, mail, fax, or email. All four options require manual processing to input the information into the system. DMV will implement a Medical Certification Portal to provide doctors a secure DMV portal to enter the information directly in the system with minimum employee intervention; thus speeding up the process and saving time.	Complete	DMV implemented a quick easy process for residents, age 70 and older, to submit their Mature Driver Fitness to Drive certification. The form, which is easily accessible from the DMV website, is completed by the doctor and returned to DMV by email, fax, mail or in-person.	
Custom Road Test Vehicles	DC DMV is one of the few jurisdictions that provides an on-road skills driving tests with real world traffic. To add an additional level of safety and vehicle reliability, the agency will purchase and implement the use of custom road test vehicles that will provide examiners with dual foot pedals, cameras, and other industry equipment.	Complete	This initiative was completed on 9/22/21. DC DMV implemented the use of 6 DC DMV Road Test vehicles for the purposes of conducting customer road testing at the Deanwood location.	
Provide general and administrative support (1 Strategic Initiative)				
Provide Annual Customer Service Training	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, by April 30, 2021, DMV will internally train 95% of eligible frontline employees on DMV specific customer service techniques.	Complete	Over 97% of eligible frontline employees were trained on customer service techniques.	
Systems necessary for DMV operations (3 Strategic initiatives)				
Expand DMV Mobile App Transactions	In an effort to offer more convenience to our customers and make use of emerging technology, DMV will expand the mobile app offerings to five additional transactions by December 2020.	Complete	DMV released five new transactions on February 1st.	

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Release DC DMV's Digital ID and Driver License	By September 30, 2021, DMV will release it's Digital Identification Card and Digital Driver License through the myDMV app. The digital credentials will move the agency forward in the virtual world we live in today. It will also add a new level of privacy and convenience when there is a need to display the credentials at the bank, bars, law enforcement, etc.	50-74%	DC DMV's digital ID and driver license development is still in progress, however, completion of this project is pending legislative authority.	DC DMV's digital ID and driver license development is still in progress, however, completion of this project is pending legislative authority.
Install DC DMV's Self Service Transaction Kiosk	DC DMV will design and implement the agency's Self Service Transaction Kiosks, with at least one being located East of the River, to make certain DMV services are available to the public nearly 24 hours a day and seven days a week. The public will have the ability to complete the transactions and receive their actual DMV product like a registration sticker immediately; no mailing required.	0-24%	Now that legislative authority was approved during the FY22 BSA, requirement gathering was able to commence during September 2021.	.In addition to the late approval, this initiative has a convenient fee feature that involves extensive programming and testing.
Title and register vehicles (1 Strategic Initiative)				
Online Transaction (Title & Registration) of vehicles sold during a private sale	Currently, DMV requires all titling and registration of vehicles sold during a private sale to be completed in-person at one of the four service centers. By June 2021, DMV will complete an analysis of the feasibility of adding an online hybrid transaction that would allow the titling and registration of vehicles sold during a private sale to be completed online and the final product mailed to the customer.	Complete	This initiative is complete and was implemented February 1, 2021.	