

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.

2019 Strategic Objectives

Objective Number	Strategic Objective
1	Provide outstanding customer service.
2	Develop and retain a skilled and diverse workforce.
3	Protect and secure DMV data and processes.
4	Cultivate innovative solutions to improve customer safety.
5	Optimize processes and systems as technology evolves.
6	Create and maintain a highly efficient, transparent, and responsive District government.

2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
1 - Provide outstanding customer service. (9 Measures)					
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	21.3%	31.1%	22.8%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	40.5%	24.1%	75.8%	75%
Average adjudication customer wait time in minutes	Up is Better	11	9.3	10	15
Average service center customer wait time in minutes	Up is Better	25	26.8	23	30
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	98.4%	96.5%	93.7%	90%
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	87%	90%	90.4%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	94.7%	94.3%	94.3%	90%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	95.8%	95.4%	97.9%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	88.8%	90.3%	90.8%	85%

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
2 - Develop and retain a skilled and diverse workforce. (2 Measures)					
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	Not Available	Not Available	Not Available	50%
Percent of employees attending annual customer service training.	Up is Better	97%	93%	95.8%	94%
3 - Protect and secure DMV data and processes. (1 Measure)					
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	99.9%	99.9%	95%
4 - Cultivate innovative solutions to improve customer safety. (1 Measure)					
Percent of customers reached from safety education	Up is Better	Not Available	Not Available	Not Available	80%
5 - Optimize processes and systems as technology evolves. (4 Measures)					
Percent of registrations renewed online	Up is Better	72.7%	75.3%	76.8%	67%
Percent of licenses renewed online	Up is Better	9.6%	11.4%	15.5%	5%
Percent of ID cards renewed online	Up is Better	0.2%	2.5%	3.5%	1%
Percent of organ donor designees through DMV	Up is Better	37.4%	38.9%	40.1%	40%
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)	Up is Better	Not Available	No data available	100%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	100%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	4.8%	2.2%	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	8.8	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	243.6%	222.6%	Waiting on Data	Not Available
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)	Up is Better	Not Available	No data available	18.8%	Not Available

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
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)	Down is Better	0%	1.2%	Waiting on Data	Not Available

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
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	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
		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.	
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 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)			
Percent of parking tickets adjudicated	13.9%	14.7%	14%
Percent of photo tickets adjudicated	6.9%	8.7%	10.3%
Percent of moving tickets adjudicated	45%	53%	41.3%
1 - Issue driver licenses and identification cards (2 Measures)			

Measure	FY 2016	FY 2017	FY 2018
Number of driver licenses issued	116,361	139,587	134,204
Number of identification cards issued	36,158	43,713	44,532
1 - Title and register vehicles (1 Measure)			
Number of vehicle registrations issued	258,223	260,578	257,509
2 - Provide general and administrative support (2 Measures)			
Percent of employees trained on customer service	97	97	93.7
Number of employees	218	244	265
4 - Provide general and administrative support (1 Measure)			
Number of customers reached	Not Available	Not Available	Not Available

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
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.	03-31-2019
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.	09-30-2019
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	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	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.	
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.	09-30-2019
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.	01-31-2019
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.	02-28-2019
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.	09-30-2019
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.	09-30-2019
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.	01-31-2019
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.	09-30-2019
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.	12-31-2018
Systems necessary for DMV operations (1 Strategic Initiative)		
		09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
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.	
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.	08-31-2019
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.	09-30-2019