

# 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.

## 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.

## Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
<b>1 - Provide outstanding customer service. (9 Measures)</b>					
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	22.8%	70.4%	63.7%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	75.8%	76.9%	56.4%	75%
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	93.7%	96.2%	95.2%	91%
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	90.4%	89.9%	92.9%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	94.3%	95%	95.4%	92%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	97.9%	90.3%	98.4%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	90.8%	90.9%	93.1%	85%
Average adjudication customer wait time in minutes	Down is Better	10	10	5.8	13
Average service center customer wait time in minutes	Down is Better	23	29	14.5	30
<b>2 - Develop and retain a skilled and diverse workforce. (2 Measures)</b>					
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	New in 2019	63.6%	57.5%	50%
Percent of employees attending annual customer service training.	Up is Better	95.8%	98.3%	96.8%	94%
<b>3 - Protect and secure DMV data and processes. (1 Measure)</b>					
Percent of biometric facial recognition cleared within 45 days	Up is Better	99.9%	100%	100%	97%
<b>4 - Cultivate innovative solutions to improve customer safety. (1 Measure)</b>					
Percent of customers reached from safety education	Up is Better	New in 2019	100%	100%	80%
<b>5 - Optimize processes and systems as technology evolves. (4 Measures)</b>					
Percent of registrations renewed online	Up is Better	76.8%	75.5%	83%	72%
Percent of licenses renewed online	Up is Better	15.5%	13.6%	23.7%	10%
Percent of ID cards renewed online	Up is Better	3.5%	5.1%	13.9%	2%
Percent of organ donor designees through DMV	Up is Better	40.1%	41.3%	42.1%	40%

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide outstanding customer service. (4 Activities)</b>			
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
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
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
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

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

## Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
<b>1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)</b>			
Percent of parking tickets adjudicated	14%	18.2%	14.5%
Percent of photo tickets adjudicated	10.3%	4.3%	14.4%
Percent of moving tickets adjudicated	41.3%	26.5%	52.6%
<b>1 - Issue driver licenses and identification cards (2 Measures)</b>			
Number of driver licenses issued	134,204	148,270	111,525
Number of identification cards issued	44,532	46,142	26,672
<b>1 - Title and register vehicles (1 Measure)</b>			
Number of vehicle registrations issued	257,509	255,013	213,844
<b>2 - Provide general and administrative support (2 Measures)</b>			
Percent of employees trained on customer service	93.7%	98.3%	96.8%
Number of employees	265	266	249
<b>4 - Provide general and administrative support (1 Measure)</b>			
Number of customers reached	New in 2019	26,893	29,332

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Adjudicate parking, moving and photo enforcement tickets (1 Strategic Initiative)</b>		
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.	08-30-2021

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Issue driver licenses and identification cards (3 Strategic initiatives)</b>		
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.	04-30-2021
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.	09-30-2021
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.	09-30-2021
<b>Provide general and administrative support (1 Strategic Initiative)</b>		
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.	04-30-2021
<b>Systems necessary for DMV operations (3 Strategic initiatives)</b>		
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.	12-31-2020
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.	09-30-2021
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.	09-30-2021
<b>Title and register vehicles (1 Strategic Initiative)</b>		
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.	06-30-2021