Department of Motor Vehicles
DMV *(KV0)*

MISSION

The mission of the Department of Motor Vehicles (DMV) is to provide excellent customer service and to promote public safety by ensuring the safe operation of motor vehicles.

SUMMARY OF SERVICES

The DMV provides service to approximately 506,000 licensed drivers and identification card holders (out of a population of nearly 632,000) and 284,000 registered vehicles at three service centers. We conduct adjudication services and collect ticket payments for more than 2.6 million tickets each year. We also conduct an estimated 191,000 annual vehicle inspections. Combining these services into a customer centered, mission driven organization is the responsibility of the Agency Management Division. Department performance goals in FY13 are listed by functional division.
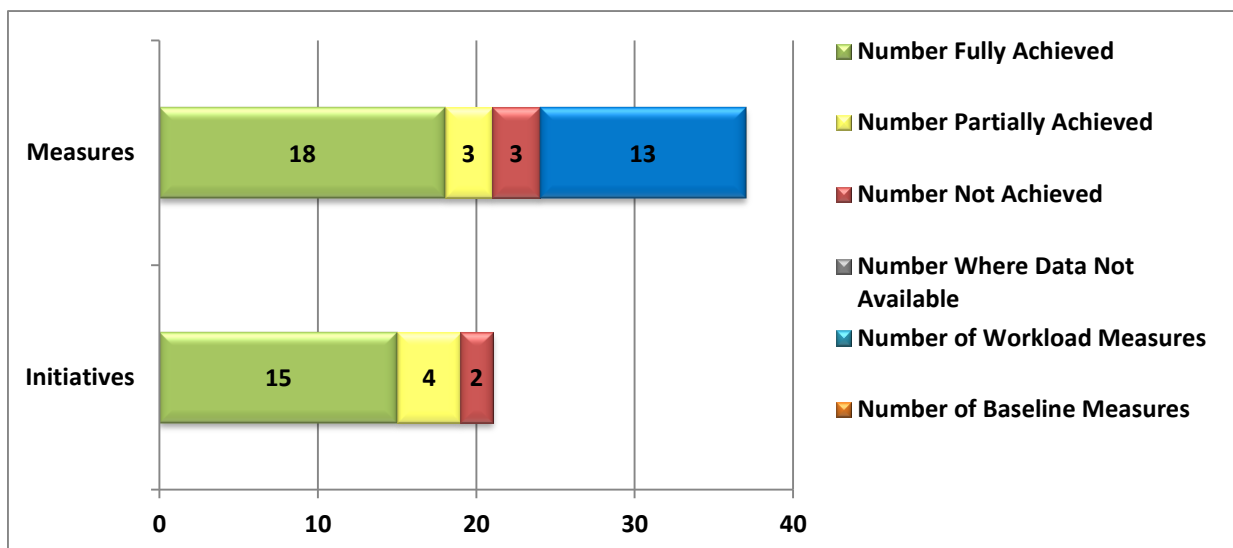
ACCOMPLISHMENTS

- ✓ Redesigned DL/ID credentials to include increased safety features and central issuance process.
- ✓ Opened fourth service center location for licensing/registration.
- ✓ Implemented REAL ID and Limited Purpose credentials on May 1, 2014.
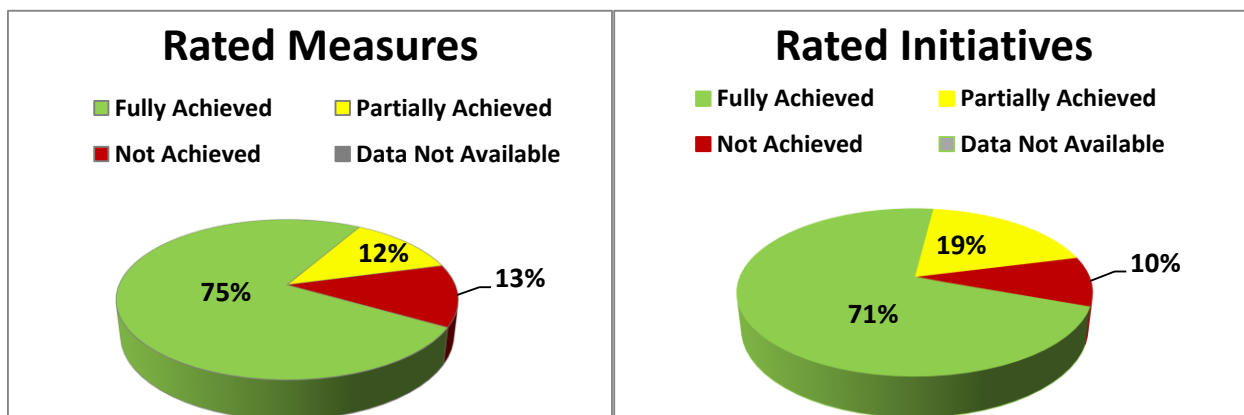
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Government of the District of Columbia   *Published: January 2015*

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OVERVALL AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES

Legend:
- Number Fully Achieved
- Number Partially Achieved
- Number Not Achieved
- Number Where Data Not Available
- Number of Workload Measures
- Number of Baseline Measures

Measures: 18 | 3 | 3 | 13
Initiatives: 15 | 4 | 2

RATED MEASURES AND INITIATIVES

Rated Measures

- Fully Achieved
- Partially Achieved
- Not Achieved
- Data Not Available

75% 12% 13%

Rated Initiatives

- Fully Achieved
- Partially Achieved
- Not Achieved
- Data Not Available

71% 19% 10%

Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
>= 100%	Fully Achieved
75 - 99.99%	Partially Achieved
< 75%	Not Achieved

Performance Initiatives – Assessment Details

Performance Assessment Key:

🟢 Fully achieved 🟡 Partially achieved 🔴 Not achieved ⚪ Data not reported

Adjudication Services

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.

INITIATIVE 1.1: Review bankruptcy requirements.

🟢 **This initiative was fully achieved**. DC DMV coordinated with the Office of the Attorney General to modify the ticket database and reporting system to ensure DC DMV complied with all requirements of Chapter 7 and 13 bankruptcy filings. The process was enhanced to introduce additional automation into the process after the discharge of bankruptcies

INITIATIVE 1.2: Conduct DPW/DMV/DDOT live parking web chat.

🟢 **This initiative was fully achieved**. On March 10, 2014, DMV, DPW and DDOT held a live web chat to address parking issues related to the various agencies.

INITIATIVE 1.3: Re-engineer the Registration of Out-of-State Automobiles (ROSA) program.

🟢 **This initiative was fully achieved**. An online process for allowing customers to request ROSA exemptions was implemented on August 30, 2014.

Agency Management

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.

INITIATIVE 1.1: Create enhanced FOIA tracking system.

🟢 **This initiative was fully achieved**. The citywide FOIA Xpress computer system was implemented by the Mayor's Office, and therefore, by DC DMV, on July 21, 2014. Prior to the implementation of FOIA Xpress, DC DMV tracked FOIAs on an Excel spreadsheet.

INITIATIVE 1.2: Open a Fourth DMV Service Center.

🟢 **This initiative was fully achieved**. The new Georgetown Service Center was opened to the public on April 29, 2014.

INITIATIVE 1.3: Improve air quality along major transportation routes (SUSTAINABLE DC - R4.5).

🟢 **This initiative was fully achieved**. As of September 30, 2014, a mileage data report was created and set up to be sent to DDOT personnel on a monthly basis.

OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

INITIATIVE 2.1: Train frontline service center employees on customer service techniques.

🟢 **This initiative was fully achieved**. 96% of all frontline employees completed customer service training.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's licenses and registration.

INITIATIVE 3.1: Obtain a reciprocity agreement with foreign countries.

🟢 **This initiative was fully achieved**. DC DMV completed the review of reciprocity agreement requirements and determined the initiative to be feasible. Additionally, the initiative was discussed with Japanese delegates. Therefore, legislation has been created and vetted for submission to the DC Council.

Driver Services

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.

    INITIATIVE 1.1: Modify the medical referral process.

● **This initiative was fully achieved**. DC DMV enhanced the medical review process and developed an online form for reporting customers who may no longer be able to safely operate a motor vehicle.

    INITIATIVE 1.2: Implement the issuance of driver licenses and identification cards to undocumented residents.

● **This initiative was fully achieved**. On May 1, 2014, DC DMV successfully implemented the issuance of credentials for undocumented residents in accordance with the Driver Safety Amendment Act of 2013.

    INITIATIVE 1.3: Create a Medical Advisory Board.

● **This initiative was not achieved**. Although DC DMV reviewed medical advisory board legislation from several jurisdictions, it was determined to delay this initiative until additional research could be conducted to determine the best board structure.

OBJECTIVE 2: Ensure the integrity, security and safety of DMV's licenses and registration.

    INITIATIVE 2.1: Create the ability for customers to donate to the organ donor registry.

● **This initiative was partially achieved**. System programming was completed to allow for customers to donate funds to the organ donor registry and legislation is ready for submission to the DC Council.

    INITIATIVE 2.2: Implement The Parent's Supervised Driving Program.

● **This initiative was fully achieved**. The Parent's Supervised Driving Program and manual were successfully implemented in coordination with Safe Roads Alliance.

Service Integrity

OBJECTIVE 1: Ensure the integrity, security and safety of DMV's licenses and registration.

    INITIATIVE 1.1: Provide black lights to detect fraud.

● **This initiative was fully achieved**. Black lights were provided to employees during Fraudulent Document Recognition Training for use in authenticating documents. Additionally, desk sized black lights are available at every service center.

Technology Services

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.

    INITIATIVE 1.1: Modify process for road test scoring.

● **This initiative was not achieved**. This initiative was delayed to allow for the implementation of a new knowledge test system, which will provide for system integration in implementing the road test scoring system.

    INITIATIVE 1.2: Create a process for customers to queue from home.

● **This initiative was partially achieved**. DC DMV attempted to implement this initiative in FY14 but was not able to execute the initiative due to reasons outside DC DMV's immediate control. Specifically, this initiative could not be met in FY14 because the new queuing system could not be implemented until September 2014 because of multiple contract protests. However, now that the queuing system is implemented, DC DMV will be able to complete this initiative in FY15

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INITIATIVE 1.3: Create a process for license, ID and title/registration appointments.

● **This initiative was partially achieved**. DC DMV attempted to implement this initiative in FY14 but was not able to execute the initiative due to reasons outside DC DMV's immediate control. Specifically, this initiative could not be met in FY14 because the new queuing system could not be implemented until September 2014 because of multiple contract protests. However, now that the queuing system is implemented, DC DMV will be able to complete this initiative in FY15.

INITIATIVE 1.4: Offer free Wi-Fi in all DMV locations.

● **This initiative was fully achieved**. Free Wi-Fi was implemented in all DC DMV locations, except the CDL Road Test Lot for which Wi-Fi implementation was not feasible.

Vehicle Services

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.

INITIATIVE 1.1: Enable vehicle titling/registration by new car dealerships.

● **This initiative was fully achieved**. DC DMV developed an in-house, web-based system for allowing new car dealerships to title and register vehicles for District residents.

INITIATIVE 1.2: Online reciprocity renewal.

● **This initiative was fully achieved**. DC DMV implemented an online process that allows customers to renew their reciprocity.

INITIATIVE 1.3: Create a new District tag design.

● **This initiative was partially achieved**. DC DMV developed several new tag designs for consideration. However, a new tag design is not expected to be approved until late FY15.

Performance Assessment Key:

● Fully achieved   ● Partially achieved   ● Not achieved   ● Data not reported   ● Workload Measure

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
Adjudication Services								
●	**1.1**	Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	NA	80%		96.60%	120.75%	ADJUDICA-TION SERVICES PROGRAM
●	**1.2**	Percent of mail adjudication hearings for photo violations completed within 150 days of request	NA	75%		46.09%	61.46%	ADJUDICA-TION SERVICES PROGRAM
●	**1.3**	Percent of adjudication customers whose wait times are 40 minutes or less	93%	85%		95.31%	112.13%	ADJUDICA-TION SERVICES PROGRAM
●	**1.4**	Average adjudication customer wait time in minutes	15	25		12.5	200%	ADJUDICA-TION SERVICES PROGRAM
●	**1.5**	Percent of customers rating adjudication services as satisfactory or better	90%	84%		93.94%	111.83%	ADJUDICA-TION SERVICES PROGRAM
●	**1.6**	Percent of appeals decided based on those filed	67%	60%		60.45%	100.74%	ADJUDICA-TION SERVICES PROGRAM

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
🟡	1.7	Percent of hearing decisions reversed on appeal	29%	28%		31.74%	88.22%	ADJUDICA-TION SERVICES PROGRAM
🟢	1.8	Percent of adjudication related OUC service requests addressed timely	87%	85%		95.31%	112.13%	ADJUDICA-TION SERVICES PROGRAM
🔵	1.9	Number of parking tickets adjudicated	216,717	Not Applicable		216,213	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.10	Percent of parking tickets adjudicated	12%	Not Applicable		12.93%	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.11	Percent of adjudicated parking tickets dismissed	48%	Not Applicable		46.95%	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.12	Number of photo tickets adjudicated	94,737	Not Applicable		68,100	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.13	Percent of photo tickets adjudicated	14%	Not Applicable		18.93%	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.14	Percent of adjudicated photo tickets dismissed	35%	Not Applicable		32.04%	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.15	Number of moving tickets adjudicated	40,262	Not Applicable		33,406	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.16	Percent of moving tickets adjudicated	42%	Not Applicable		39.47%	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM
🔵	1.17	Percent of adjudicated moving tickets dismissed	53%	Not Applicable		63.46%	Not Rated Workload Measure	ADJUDICA-TION SERVICES PROGRAM

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
Technology Services								
🟢	1.1	Percentage usage of online driver/vehicle services use	59%	50%		67.57%	135.14%	TECHNO-LOGY SERVICES PROGRAM
🟢	1.2	Percent of registrations renewed online	68%	65%		70.30%	108.15%	TECHNO-LOGY SERVICES PROGRAM
🔴	1.3	Percent of licenses renewed online	34%	20%		7.19%	35.94%	TECHNO-LOGY SERVICES PROGRAM
🔴	1.4	Percent of ID cards renewed online	9%	8%		2.67%	33.37%	TECHNO-LOGY SERVICES PROGRAM
Driver Services								
🟢	2.1	Percent of service center customers whose wait times are 40 minutes or less	72%	75%		75.41%	100.55%	DRIVER SERVICES PROGRAM
🟢	2.2	Average service center customer wait time in minutes	31	35		27.25	128.44%	DRIVER SERVICES PROGRAM
🟡	2.3	Percent of customers rating Driver Services as satisfactory or better	85%	85%		83.87%	98.67%	DRIVER SERVICES PROGRAM
🟢	2.4	Percent of driver related OUC service requests addressed timely	98%	90%		95.16%	105.74%	DRIVER SERVICES PROGRAM
🔵	2.5	Number of active driver licenses	376,436	Not Applicable		400,660	Not Rated Workload Measure	DRIVER SERVICES PROGRAM
🔵	2.6	Number of active ID cards	134,143	Not Applicable		142,353	Not Rated Workload Measure	DRIVER SERVICES PROGRAM

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
Service Integrity								
🟢	1.1	Percent of employees completing fraudulent document recognition refresher training	0%	90%		94.07%	104.52%	SERVICE INTEGRITY PROGRAM
🟢	1.2	Percent of law enforcement requests processed within 48 business hours	91%	90%		93.85%	104.28%	SERVICE INTEGRITY PROGRAM
Vehicle Services								
🟢	1.1	Number of vehicle inspections per staff hour	4.32%	4%		4.47	111.64%	VEHICLE SERVICES PROGRAM
🟢	1.2	Percent of customers rating Vehicle Services as satisfactory or better	92%	87%		92.50%	106.32%	VEHICLE SERVICES PROGRAM
🟢	1.3	Percent of vehicle related OUC service requests addressed timely	97%	90%		91.61%	101.79%	VEHICLE SERVICES PROGRAM
🔵	1.4	Number of vehicle inspections	189,222	Not Applicable		186,828	Not Rated Workload Measure	VEHICLE SERVICES PROGRAM
🔵	1.5	Number of active vehicle registrations	286,715	Not Applicable		292,245	Not Rated Workload Measure	VEHICLE SERVICES PROGRAM
Agency Management								
🟢	3.1	Percent of customers rating overall DMV service as satisfactory or better	87%	85%		85.38%	100.45%	AGENCY MANAGE-MENT

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
🟡	3.2	Percent of organ donors through DMV	40%	38%		35.57%	93.59%	AGENCY MANAGE-MENT
🟢	3.3	Percent of correspondence addressed timely	96%	95%		97.64%	102.78%	AGENCY MANAGE-MENT