



**DEPARTMENT OF MOTOR VEHICLES
FY 2024 PERFORMANCE PLAN**

DECEMBER 1, 2023

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1 DEPARTMENT OF MOTOR VEHICLES

Mission: The mission of DMV is to promote the safe operation of motor vehicles and public safety while providing outstanding customer service.

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 approximately 150,000 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.

2 2024 OBJECTIVES

Strategic Objective

Provide outstanding customer service.

Develop and retain a skilled and diverse workforce.

Protect and secure DMV data and processes.

Cultivate innovative solutions to improve customer safety.

Optimize processes and systems as technology evolves.

Create and maintain a highly efficient, transparent, and responsive District government.

3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Provide outstanding customer 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
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
Develop and retain a skilled and diverse workforce.		
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
Protect and secure DMV data and processes.		
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

(continued)

Operation Title	Operation Description	Type of Operation
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
Cultivate innovative solutions to improve customer safety.		
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
Optimize processes and systems as technology evolves.		
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
Agency Management	Optimize processes and systems as technology evolves.	Daily Service

4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Enhance Temporary Tag Design	By September 2024, DMV will enhance and modernize the temporary tag design to include more security features and streamline the issuance process for customers in need of the service.	9/30/2024
Include Ticket Alert System (TAS) within DCDMV Mobile App	The DMV will implement the inclusion and functionality of the Ticket Alert System (TAS) within the DCDMV Mobile App by June 30, 2024	6/30/2024
Develop Drug and Alcohol Clearinghouse	By February 2024, DMV will develop and implement a Drug and Alcohol Clearinghouse that will provide real-time access to information about Commercial Driver License (CDL) drug and alcohol program violations.	2/29/2024
Expand Online Document Verification Guide	By September 2024, DMV will enhance and expand the DC DMV's Online Document Verification Guide to assist customers in identifying required documents for DMV services.	9/30/2024
Redesign the DMV Motorcycle Driving Manual	By August 2024, DMV will redesign and publish an improved DC DMV Motorcycle Driving Manual that is easier to navigate with more user-friendly features.	8/31/2024
Redesign the DMV Commercial Driver License (CDL) Manual	By May 2024, DMV will redesign and publish an improved DC DMV Commercial Driver License Manual that is easier to navigate with more user-friendly features.	5/31/2024
Develop a Customer Outreach Strategy for DUI Prevention	To increase awareness of the dangers related to alcohol-impaired driving, by July 2024, DMV will develop and implement a customer outreach strategy for Driving Under the Influence (DUI) prevention and enhance the DC DMV Mandatory Ignition Interlock Device (IID) Program webpage.	7/31/2024
Develop a CDL Outreach Strategy	To increase awareness of Commercial Driver License (CDL) training and licensure requirements, by July 2024, DMV will develop and implement a CDL outreach strategy to include informational newsletters, PSA's, and website enhancements.	7/31/2024
Develop an Active Duty Military and Foreign Service Residents Webpage	By January 2024, DMV will develop a webpage providing information on DMV services and transactions for Active Duty Military & Foreign Service residents.	1/31/2024
Develop Online Vehicle Recall Option	By September 2024, DMV will develop an online option for the public to obtain real time vehicle recall information.	9/30/2024
Provide Annual Customer Service Training Focused on Racial Equity	To increase awareness about the District's goal to have DC Government staff understand and commit to achieving racial equity, by April 30, 2024, DC DV will provide 95% of eligible employees with customer service training that is focused on racial equity, diversity, and inclusion.	4/30/2024

Host Job Prep Workshops and Hiring Fairs

By July 31, 2024, DC DMV will host a minimum of two job preparation workshops, as well as, host and/or participate in a minimum of two hiring fairs in communities that have unemployment rates higher than the District's overall unemployment rate, in an effort to prepare attendees for jobs within the DC DMV.

7/31/2024

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Provide outstanding customer service.					
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	100%	95.5%	74.1%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	99.9%	100%	83.4%	75%
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	91.9%	91.9%	94.1%	91%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	97.9%	97.3%	94.2%	92%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	99.4%	99.1%	100%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	95.8%	95.3%	93.3%	87%
Average adjudication customer wait time in minutes	Down is Better	3.5	3.3	3	13
Average service center customer wait time in minutes	Down is Better	13.8	14.8	12	30
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	91.9%	92.3%	91.8%	88%
Develop and retain a skilled and diverse workforce.					
Percent of employees attending annual customer service training.	Up is Better	95.8%	97%	98%	94%
Protect and secure DMV data and processes.					
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	100%	98%
Cultivate innovative solutions to improve customer safety.					
Percent of customers reached from safety education	Up is Better	98.6%	97.2%	97.1%	88%
Optimize processes and systems as technology evolves.					
Percent of registrations renewed online	Up is Better	86.4%	82.8%	82.8%	78%
Percent of licenses renewed online	Up is Better	29.3%	44.6%	51%	30%
Percent of ID cards renewed online	Up is Better	29.1%	19.2%	24.8%	12%
Percent of organ donor designees through DMV	Up is Better	43.3%	43.6%	43.5%	40%

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
Adjudicate parking, moving and photo enforcement tickets			
Percent of parking tickets adjudicated	7.8%	13.3%	11.4%
Percent of moving tickets adjudicated	25%	43.5%	24.1%
Percent of photo tickets adjudicated	9.1%	8.7%	8.5%
Issue driver licenses and identification cards			
Number of driver licenses issued	130,616	111,526	108,260
Number of identification cards issued	33,146	36,441	33,789
Title and register vehicles			
Number of vehicle registrations issued	233,477	200,444	213,792
Provide general and administrative support			
Percent of employees trained on customer service	95.8%	97%	98%
Number of employees	269	270	254
Number of customers reached	34,223	36,961	10,925