

Department of Motor Vehicles FY2017

Agency Department of Motor Vehicles

Agency Code KV0

Fiscal Year 2017

Mission The mission of the Department of Motor Vehicles (DMV) is to promote public safety by ensuring the safe operation of motor vehicles.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Make it easier, faster and friendlier to do business with DMV.
2	Ensure a skilled and diverse workforce for quality customer service.
3	Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations.
4	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Make it easier, faster and friendlier to do business with DMV. (5 Measures)									
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	<input type="checkbox"/>	Quarterly		96.6%	80%	71%	80%	21.3%	80%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	<input type="checkbox"/>	Quarterly		46.1%	75%	99%	75%	40.5%	75%
Average adjudication customer wait time in minutes	<input type="checkbox"/>	Quarterly		13	25	11	25	11	20
Average service center customer wait time in minutes	<input type="checkbox"/>	Quarterly		27	35	25	35	25	30
Average cost per license/ID issued	<input checked="" type="checkbox"/>	Quarterly		Not available	Not available	Not available	39.39	New Measure	39.4
2 - Ensure a skilled and diverse workforce for quality customer service. (4 Measures)									
Percent of customers rating Adjudication Services as satisfactory or better	<input type="checkbox"/>	Quarterly		93.9%	84%	96%	84%	98.4%	88%
Percent of customers rating Vehicle Services as satisfactory or better	<input type="checkbox"/>	Quarterly		92.5%	87%	94%	87%	94.7%	90%
Percent of customers rating Driver Services as satisfactory or better	<input type="checkbox"/>	Quarterly		83.9%	85%	84%	85%	87%	85%
Percent of customers rating overall DMV service as satisfactory or better	<input type="checkbox"/>	Quarterly		85.4%	85%	86%	85%	88.8%	85%
3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (4 Measures)									
Percent usage of main online driver/vehicle services transactions	<input type="checkbox"/>	Quarterly		67.6%	50%	69%	50%	66.9%	60%
Percent of registrations renewed online	<input type="checkbox"/>	Quarterly		70.3%	66%	72%	66%	72.67%	67%
Percent of licenses renewed online	<input type="checkbox"/>	Quarterly		7.2%	Not available	1%	0%	9.64%	0%
Percent of ID cards renewed online	<input type="checkbox"/>	Quarterly		2.7%	Not available	0%	0%	0.16%	0%
4 - Create and maintain a highly efficient, transparent and responsive District government.** (10 Measures)									

Percent of correspondence addressed within citywide standard of 15 days	<input type="checkbox"/>	Quarterly		Not available	95%	97%	95%	95.8%	95%
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement-Contracts lapsed into retroactive status	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Make it easier, faster and friendlier to do business with DMV. (4 Activities)			
LICENSING	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
HEARINGS	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
INSPECTIONS	Inspect vehicles for emissions and safety	Inspect vehicles for emissions and safety inspection services to residents and non-residents to facilitate reduced auto emissions (all vehicles) and safer vehicles (for-hire and commercial vehicles only).	Daily Service
REGISTRATIONS	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
2 - Ensure a skilled and diverse workforce for quality customer service. (2 Activities)			
TRAINING	Provide customer service training	Provide customer service training to all DMV employees to ensure they provide friendly and professional service during all transactions.	Daily Service
TRAINING	Provide annual employee customer service training	Consistent and accurate information, along with professional and friendly employees are a necessity for service excellence. Therefore, by September 2017, DMV will train 90% of frontline employees on customer service techniques.	Daily Service
3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (2 Activities)			

INFORMATION TECHNOLOGY	New Ticket Processing System	DMV is proposing the replacement to the existing contractor hosted ticket processing system with a new state of the art technology solution for processing/ adjudicating tickets. DMV will seek the service of a contractor to develop, license, install, maintain and support a web-based ticket processing system which contains data, images, video and transactions for tickets issued to drivers and vehicles in the District. This is a multi-year capital project with an estimated implementation date of 2021.	Key Project
INFORMATION TECHNOLOGY	New licensing and registration system	DMV has a requirement for a modernized, state of the art driver license and motor vehicle information system. DMV seeks to acquire contract services for the development, customization and systems integration for new application software for the licensing/registration system. This is a multi-year capital project with an estimated implementation date of 2020.	Key Project

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Adjudicate parking, moving and photo enforcement tickets (9 Measures)								
Number of parking tickets adjudicated	<input type="checkbox"/>		Number of parking tickets adjudicated	Tickets	Quarterly	Not available	Not available	214724
Percent of parking tickets adjudicated	<input type="checkbox"/>		Number of parking tickets adjudicated	Percent	Quarterly	Not available	Not available	13.94%
Percent of adjudicated parking tickets dismissed	<input type="checkbox"/>		Number of parking tickets dismissed	Percent	Quarterly	Not available	Not available	57.13%
Number of photo tickets adjudicated	<input type="checkbox"/>		Number of photo tickets adjudicated	Tickets	Quarterly	Not available	Not available	77304
Percent of photo tickets adjudicated	<input type="checkbox"/>		Number of photo tickets adjudicated	Percent	Quarterly	Not available	Not available	6.87%
Percent of adjudicated photo tickets dismissed	<input type="checkbox"/>		Number of photo tickets dismissed	Percent	Quarterly	Not available	Not available	26.69%
Number of moving tickets adjudicated	<input type="checkbox"/>		Number of moving tickets adjudicated	Tickets	Quarterly	Not available	Not available	28899
Percent of moving tickets adjudicated	<input type="checkbox"/>		Number of moving tickets adjudicated	Percent	Quarterly	Not available	Not available	45%
Percent of adjudicated moving tickets dismissed	<input type="checkbox"/>		Number of moving tickets dismissed	Percent	Quarterly	Not available	Not available	77.59%
1 - Inspect vehicles for emissions and safety (1 Measure)								
Number of vehicle inspections	<input type="checkbox"/>		Number of vehicle inspections	Inspections	Quarterly	Not available	Not available	177663
1 - Issue driver licenses and identification cards (2 Measures)								
Number of driver licenses issued	<input type="checkbox"/>		Number of driver licenses issued	Licenses	Quarterly	Not available	Not available	116361
Number of identification cards issued	<input type="checkbox"/>		Number of identification cards issued	IDs	Quarterly	Not available	Not available	36158
1 - Title and register vehicles (1 Measure)								
Number of vehicle registrations issued	<input type="checkbox"/>		Number of vehicle registrations issued	Registrations	Quarterly	Not available	Not available	258223
2 - Provide annual employee customer service training (1 Measure)								
Percent of employees attending annual customer service training	<input type="checkbox"/>		Number of employees attending annual customer service training	Percent	Annually	Not available	Not available	97
2 - Provide customer service training (1 Measure)								
Percent of employees trained on customer service	<input type="checkbox"/>		Number of employees trained on customer service	Percent	Annually	Not available	Not available	97
3 - New licensing and registration system (1 Measure)								
Cost of new licensing/registration system	<input type="checkbox"/>		Cost of new licensing/registration system	Dollars	Annually	Not available	Not available	0
3 - New Ticket Processing System (1 Measure)								
Cost of new ticket processing system	<input type="checkbox"/>		Cost of new ticket processing system	Dollars	Annually	Not available	Not available	0

2017 Strategic Initiatives

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Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
HEARINGS (1 Strategic Initiative-Operation Link)		
Elimination of Non-Driver Suspensions/Revocations	Many resources, including DMV personnel and law enforcement, are used to process and manage driver license suspensions/revocations. Therefore, DMV will conduct a study to determine the feasibility and impact of elimination non-driver related suspensions/revocations. Furthermore, the elimination of non-driver related suspensions/revocations will allow more residents to maintain a valid driver license which may be necessary for them to work and provide for their families.	07-31-2017
INFORMATION TECHNOLOGY (2 Strategic initiative-operation links)		
Evaluate bids for ticket processing system	DMV will submit Requests for Proposals (RFP) and evaluated bids for FY2017. A new ticket processing system is necessary to allow the District to process moving, parking and photo tickets that are issued by providing a means for customers to contest or pay the tickets	09-30-2017
Evaluate bids for licensing and registration system	DMV will submit Requests for Proposals (RFP) and evaluated bids for FY2017. A new licensing/registration system is necessary to allow residents to obtain and renew licenses/IDs and title and register vehicles."	09-30-2017
INSPECTIONS (2 Strategic initiative-operation links)		
Synchronized Vehicle Inspection/Registration	Currently, DMV's vehicle inspection and registration expiration dates do not fall on the same day. This often leads to customer confusion. Therefore, DMV will study the feasibility, especially related to a mandatory two year inspection and one or two year registration, of synchronizing the inspection and registration date so they fall on the same date. The study will also review the elimination of the twenty day fail inspection sticker.	08-31-2017
Self-Service Inspection Kiosk	The FY17 budget contains funds for DMV to develop and install one self-service OBD emission kiosk as a pilot initiative. The kiosk will allow residents with model year vehicles 1997 and later to conduct drive by on-board diagnostic (OBD) inspections at a location other than the Inspection Station. This allows for customer flexibility and increased satisfaction.	09-30-2017
LICENSING (6 Strategic initiative-operation links)		
Personally Identifiable Information (PII) Encrypted Emails	To ensure increased security of customer's personally identifiable information (PII), DMV will implement email encryption for all outgoing emails which include PII. This initiative supports requirements outlined by the Office of the Chief Technology Officer as it relates to computer security. We will also update our website to communicate encryption requirements and alternative forms of communication to the public.	11-30-2016
DCPS Lottery Application Integration	To streamline the DCPS school lottery application for the 2017-2018 school year, as it relates to residency, DMV will integrate our system with DCPS' system to verify and confirm residency. Although residency fraud is possible throughout city applications, layered approaches of verification reduce potential fraud.	02-28-2017
Gender Neutral Identifier	In support of the LGBTQ community, and their safety, DMV will create the option for the use of a gender neutral identifier on DC DMV credentials. This initiative will expand upon our current Gender Designation form.	09-30-2017
Online Driver Education	In 2016, the DC Council passes legislation requiring DMV to explore the feasibility of low to no cost driver education. Therefore, DMV will explore the feasibility of creating and offering mandatory online, classroom driver education for first time drivers. The study will determine the effectiveness and potential costs of such courses.	09-30-2017
Create digital ID pilot	In keeping with increased technology needs, DC DMV will join several other jurisdictions in the creation of a digital identification pilot. The pilot will consist of the policies, processes and structure for creating and using a digital identification card. The pilot will enable the agency to tweak technology requirements, obtain customer feedback and determine the feasibility of full implementation.	09-30-2017
Online Medical Reporting	In FY16, DMV explored the feasibility of allowing physicians to submit medical eye and physical reports online. Based on the exploration, DMV will implement an online module that will provide physicians an electronic option for submitting the reports. Online submissions are streamlined and prevent in-person visits.	09-30-2017
REGISTRATIONS (5 Strategic initiative-operation links)		
Low Tag Expiration Extension	Currently, low tags (i.e., 1-1250 tags which are issued by the Mayor and Council) expire each year on March 30th. Since the majority of low tags are issued for the duration of the Mayor or Councilmember's term, this one year expiration results in DMV efficiencies and customer inconveniences. Therefore, DMV will extend low tags from one to two years.	12-31-2016
Online Salvage Title Log	Currently, customers with salvage titles must submit their titles to DMV for law enforcement to conduct a salvage and auto theft inspection. Since the time period can vary, the customer often must make an in-person DMV visit to determine if their title has been returned and is approved for titling and registration. DMV will create an online salvage title log transaction which allows customers to check the status of their request.	06-30-2017
Elimination of H and L Tags	Currently, for hire vehicles are issued H (i.e., taxi) or L (i.e., limo) tags. Since there is no necessary requirement of issuing these specific tags, other than past practice, DMV will study the feasibility of eliminating these tags and issuing regular passenger tags to streamline DMV operations and increase customer service.	08-31-2017
IRP Fee Enhancements	Due to the implementation of Full Reciprocity Plan (FRP) for the International Registration Program (IRP), it is necessary for DMV to review the IRP fee schedule to defray the costs of enforcement and expanded operations in the District. Enhancements includes increase IRP weight fees for heavy commercial vehicles, implementation of a bus fee schedule for charter buses, adding a separate administration fee to trip permits and implementing non-apportionable vehicle safety fee for non-DC registrants.	09-30-2017
Mail/Online Titling/Registration Process	Currently, when a resident purchases a new vehicle, either the dealer submits the paperwork for the resident or the resident must make an in-person visit to DMV. To further streamline the process and provide increased service options, DMV will explore the feasibility of allowing residents to use a combination mail/online transaction to complete the process.	09-30-2017

