

Department of Motor Vehicles FY2018

Agency Department of Motor Vehicles

Agency Code KVO

Fiscal Year 2018

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

2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Make it easier, faster and friendlier to do business with DMV.	5	5
2	Ensure a skilled and diverse workforce for quality customer service.	4	1
3	Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations.	4	1
4	Create and maintain a highly efficient, transparent and responsive District government.**	10	0
TOT		23	7

2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
1 - Make it easier, faster and friendlier to do business with DMV. (5 Measures)									
Average cost per license/ID issued	<input type="checkbox"/>	Not available	Not available	Not Available	39.4	Not Available	39.4	39.4	39.4
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	<input type="checkbox"/>	97%	80%	71%	80%	21.3%	80%	31.1%	80%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	<input type="checkbox"/>	46%	75%	99%	75%	40.5%	75%	24.1%	75%
Average adjudication customer wait time in minutes	<input type="checkbox"/>	13	25	11	25	11	20	9.3	15
Average service center customer wait time in minutes	<input type="checkbox"/>	27	35	25	35	25	30	26.8	30
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"/>	94%	84%	96%	84%	98.4%	88%	96.5%	90%

Percent of customers rating Vehicle Services as satisfactory or better	<input type="checkbox"/>	93%	87%	94%	87%	94.7%	90%	94.3%	90%
Percent of customers rating Driver Services as satisfactory or better	<input type="checkbox"/>	84%	85%	84%	85%	87%	85%	90%	85%
Percent of customers rating overall DMV service as satisfactory or better	<input type="checkbox"/>	85%	85%	86%	85%	88.8%	85%	90.3%	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"/>	68%	50%	69%	50%	66.9%	60%	62.1%	60%
Percent of registrations renewed online	<input type="checkbox"/>	70%	66%	72%	66%	72.7%	67%	75.3%	67%
Percent of licenses renewed online	<input type="checkbox"/>	7%	Not available	1%	0%	9.6%	0%	11.4%	5%
Percent of ID cards renewed online	<input type="checkbox"/>	3%	Not available	0%	0%	0.2%	0%	2.5%	1%
4 - Create and maintain a highly efficient, transparent and responsive District government.** (1 Measure)									
Percent of correspondence addressed within citywide standard of 15 days	<input type="checkbox"/>	98%	95%	97%	95%	95.8%	95%	95.4%	95%

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
1 - Make it easier, faster and friendlier to do business with DMV. (5 Activities)					
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	1	2
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	2	4

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	9	3
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	1	1
COMMUNICATIONS	Provide customer outreach	Provide customer outreach to ensure customers are provided with accurate and consistent information about DMV's requirements and processes.	Daily Service	1	4
TOT				14	14
2 - Ensure a skilled and diverse workforce for quality customer service. (1 Activity)					
TRAINING	Provide training, tools and resources for DMV's workforce	DMV will provide the training, tools, resources and opportunities necessary to ensure a skilled and diverse workforce.	Daily Service	1	2
TOT				1	2
3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (1 Activity)					
INFORMATION TECHNOLOGY	Systems necessary for DMV Operations	DMV requires computer systems and technological processes to issue credentials, inspect and register vehicles and adjudicate tickets.	Daily Service	1	3
TOT				1	3
TOT				16	19

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
1 - Adjudicate parking, moving and photo enforcement tickets (9 Measures)					
Number of parking tickets adjudicated	<input type="checkbox"/>	Not available	Not Available	214,724	199,867
Percent of parking tickets adjudicated	<input type="checkbox"/>	Not available	Not Available	13.9%	14.7%
Percent of adjudicated parking tickets dismissed	<input type="checkbox"/>	Not available	Not Available	57.1%	58.7%
	<input type="checkbox"/>				

Number of photo tickets adjudicated	<input type="checkbox"/>	Not available	Not Available	77,304	104,736
Percent of photo tickets adjudicated	<input type="checkbox"/>	Not available	Not Available	6.9%	8.7%
Percent of adjudicated photo tickets dismissed	<input type="checkbox"/>	Not available	Not Available	26.7%	26.6%
Number of moving tickets adjudicated	<input type="checkbox"/>	Not available	Not Available	28,899	29,532
Percent of moving tickets adjudicated	<input type="checkbox"/>	Not available	Not Available	45%	53%
Percent of adjudicated moving tickets dismissed	<input type="checkbox"/>	Not available	Not Available	77.6%	79.7%
1 - Inspect vehicles for emissions and safety (1 Measure)					
Number of vehicle inspections	<input type="checkbox"/>	Not available	Not Available	177,663	178,836
1 - Issue driver licenses and identification cards (2 Measures)					
Number of driver licenses issued	<input type="checkbox"/>	Not available	Not Available	116,361	139,587
Number of identification cards issued	<input type="checkbox"/>	Not available	Not Available	36,158	43,713
1 - Provide customer outreach (1 Measure)					
Number of customers reached	<input type="checkbox"/>	Not available	Not Available	Not Available	No applicable incidents
1 - Title and register vehicles (1 Measure)					
Number of vehicle registrations issued	<input type="checkbox"/>	Not available	Not Available	258,223	260,578
2 - Provide training, tools and resources for DMV's workforce (1 Measure)					
Percent of employees trained on customer service	<input type="checkbox"/>	Not available	Not Available	97	97
3 - Systems necessary for DMV Operations (1 Measure)					
Cost of new licensing/registration system	<input type="checkbox"/>	Not available	Not Available	0	0

Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
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Implement strategies to reduce adjudication backlog by 50%.	Due to staff vacancies and increased ticket issuance, mail adjudication turnaround times currently average 9 months. To reduce the backlog, DMV will implement various strategies, including dedicated hearing examiners for mail adjudication and redeployment of current resources, to decrease the backlog by at least 4.5 months. The reduced backlog will increase customer satisfaction.	09-30-2018
Implement lien holder electronic lien release.	To implement industry best practices, DMV will streamline the process of obtaining a "clear title" from the lien holders by implementing a process for lien holders to release a lien after the vehicle loan has been paid off. Currently, the lien holder mails a lien release letter to the customer for he/she to file in his/her records. However, the customer often misplaces the form and does not have it available when he/she needs a duplicate title. This requires customers to request another lien release which adds additional time for them to complete their service.	09-30-2018
Review inspection, titling and registration regulations.	DMV has not conducted a comprehensive review of its regulations in over ten years. Therefore, a review is necessary to ensure the regulations are updated to reflect operational requirements and best practices. To achieve this objective, DMV will review and submit regulations to update the District of Columbia Municipal Regulations Title 18, Chapters 4 and 6 regulations related to the inspection, titling and registration process.	09-30-2018
Update the DMV driver manual.	To keep up-to-date with changes to regulations and best practices, the DMV driver manual will be refreshed. The new version will have the latest information related to drivers, pedestrians, bicyclists and streetcars. This initiative also supports Vision Zero.	09-30-2018
Create senior and teen websites.	To effectively target the specific driving needs of both seniors and teens, DMV will create websites for these two demographics and link the websites to the main DMV website. Within these websites, both groups will find information, updates and tips geared towards their needs and challenges.	06-30-2018
Review license and identification regulations.	DMV has not conducted a comprehensive review of its regulations in over ten years. Therefore, a review is necessary to ensure the regulations are updated to reflect operational requirements and best practices. To achieve this objective, DMV will review and submit regulations to update the District of Columbia Municipal Regulations Title 18, Chapter 1 regulations related to the license and identification process.	09-30-2018
Implement Federal program (RIDE).	According to the United States Citizenship and Immigration Services (USCIS), driver licenses and ID cards account for nearly 80 percent of the documents used as proof of identity by employees for E-Verify. The Records and Information from DMVs for E-Verify (RIDE) initiative is an enhancement to the E-Verify program that verifies the validity of driver license and ID card information by matching the data entered by employers against participating motor vehicle department records. DC DMV will participate in this federal program to enable employers access to this verifications tool.	09-30-2018
Create digital vehicle registration card.	DMV will partner with OCTO to create a digital vehicle registration for customer use, which will supplement the paper registration card. This will give customers the option of carrying the printed and/or digital version. If information is updated, such as address, the digital version will be updated instantly, opposed to waiting for the new document to arrive by mail.	06-30-2018
Increase the number of car seat safety inspections.	According to the American Automobile Association (AAA), three out of four child car seats are installed incorrectly. DMV will increase the number of car seat safety inspections by 20% to ensure District residents have the tools and training to keep their children safe.	09-30-2018
Create enhanced customer satisfaction	DMV will create an instant, on-the-spot survey that will provide feedback from customers regarding their visit. This will determine whether the customers were satisfied upon completion of their transaction. The survey information will help DMV improve its operations and processes.	06-30-2018

survey.		
Implement text renewal reminders.	DMV will coordinate with OCTO to provide renewal notice text alerts for those customers with a cell phone number on file. Customers will have the option to opt out of this service so as not to incur unwanted charges. Text reminders will provide another option for ensuring customers comply with renewal expiration deadlines.	06-30-2018
Implement automatic voter registration process.	Currently, on an opt-in basis, DMV captures and electronically transfers, to the Board of Elections, basic resident information that registers them to vote when obtaining license or identification services. DMV will implement the legislative requirement to automatically register eligible residents to vote, unless they opt-out. This will require DMV to capture additional voter registration information such as previous and mailing addresses and whether assistance is required at the polls. This additional information will require major updates to the licensing system.	06-30-2018
Hold quarterly town hall meetings.	To afford residents an opportunity to voice their opinion, as well as, to ensure accurate information is communicated to the public, DMV will hold four town hall meetings, one in each quarter, in each quadrant of the city. Accurate and consistent agency information is critical to ensuring residents can complete their DMV transactions in one visit.	09-30-2018
Engage in public outreach.	DMV will attend a minimum of ten Advisory Neighborhood Commission (ANC) and community organization meetings to share information related to REAL ID, new credential design and other DMV information. Accurate and consistent agency information is critical to ensuring residents can complete their DMV transactions in one visit.	09-30-2018
Develop public service announcements.	DMV will create a minimum of ten public service announcements (PSAs) and videos related to DMV functions and processes. Accurate and consistent agency information is critical to ensuring residents can complete their DMV transactions in one visit.	09-30-2018
Provide annual customer service training.	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, DMV will train 90% of frontline employees on customer service techniques.	09-30-2018
Develop enhanced employee emergency system.	In conjunction with a more comprehensive emergency management system aimed at ensuring employee safety, DMV will develop an enhanced employee emergency system. The system will notify employees when an emergency situation, such as an active shooter situation, is occurring, and it will also incorporate training and drills related to the process.	02-28-2018
Review adjudication regulations.	DMV has not conducted a comprehensive review of its regulations in over ten years. Therefore, a review is necessary to ensure the regulations are updated to reflect operational requirements and best practices. To achieve this objective, DMV will review and submit regulations to update the District of Columbia Municipal Regulations Title 18, Chapter 10 and 30 regulations related to the adjudication process.	09-30-2018
Enhance Ticket Alert Service (TAS)	DMV will add phone text notification to the Ticket Alert Service to provide customers with another option to receiving notification of when a parking/photo ticket is received or when it is about to double in fine. This text notification will be optional and email notification will still be sent. DMV will also add an additional TAS feature to notify customers when their vehicle is boot eligible. This initiative will continue to highlight our dedication to increased customer satisfaction.	09-30-2018