

Department of Motor Vehicles FY2020

Agency Department of Motor Vehicles

Agency Code KVO

Fiscal Year 2020

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 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Provide outstanding customer service. (9 Measures)					
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	31.1%	22.8%	70.4%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	24.1%	75.8%	76.9%	75%
Average adjudication customer wait time in minutes	Down is Better	9.3	10	10	13
Average service center customer wait time in minutes	Down is Better	26.8	23	29	30
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	96.5%	93.7%	96.2%	91%
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	90%	90.4%	89.9%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	94.3%	94.3%	95%	92%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	95.4%	97.9%	90.3%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	90.3%	90.8%	90.9%	85%
2 - Develop and retain a skilled and diverse workforce. (2 Measures)					
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	New in 2019	New in 2019	63.6%	50%
Percent of employees attending annual customer service training.	Up is Better	93%	95.8%	98.3%	94%
3 - Protect and secure DMV data and processes. (1 Measure)					
Percent of biometric facial recognition cleared within 45 days	Up is Better	99.9%	99.9%	100%	97%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
4 - Cultivate innovative solutions to improve customer safety. (1 Measure)					
Percent of customers reached from safety education	Up is Better	New in 2019	New in 2019	100%	80%
5 - Optimize processes and systems as technology evolves. (4 Measures)					
Percent of registrations renewed online	Up is Better	75.3%	76.8%	75.5%	72%
Percent of licenses renewed online	Up is Better	11.4%	15.5%	13.6%	10%
Percent of ID cards renewed online	Up is Better	2.5%	3.5%	5.1%	2%
Percent of organ donor designees through DMV	Up is Better	38.9%	40.1%	41.3%	40%

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
6 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	87.8%
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	99.1%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	16.7%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management - Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

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

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - Adjudicate parking, moving and photo enforcement tickets (3 Measures)			
Percent of parking tickets adjudicated	14.7%	14%	18.2%
Percent of photo tickets adjudicated	8.7%	10.3%	4.3%
Percent of moving tickets adjudicated	53%	41.3%	26.5%
1 - Issue driver licenses and identification cards (2 Measures)			
Number of driver licenses issued	139,587	134,204	148,270
Number of identification cards issued	43,713	44,532	46,142
1 - Title and register vehicles (1 Measure)			
Number of vehicle registrations issued	260,578	257,509	255,013
2 - Provide general and administrative support (2 Measures)			
Percent of employees trained on customer service	97%	93.7%	98.3%
Number of employees	244	265	266
4 - Provide general and administrative support (1 Measure)			
Number of customers reached	New in 2019	New in 2019	26,893

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Adjudicate parking, moving and photo enforcement tickets (1 Strategic Initiative)		
Create a More Efficient Driver Improvement Hearing Process	Currently, DMV hearing examiners use a word document to create official hearing records for Driving Improvement Hearings that are outside of DMV Licensing and Registration System (Destiny). To streamline the process, DMV will develop and implement a new module within Destiny, that would allow hearing examiners to create and save Driving Improvement Hearing Records in the system and automatically associate them with the customer's driving record; which is currently a manual process.	12-31-2019
Information technology (1 Strategic Initiative)		
Take the Pledge	DMV has one of the most active websites within the District Government that could be used to bring awareness to Vision Zero Initiatives. By January 2020, DMV will integrate an optional public pledge on it's website to encourage customers to "Slow down and Save a Life" for the remainder of FY20. Customers will have the option to skip the pledge offer and continue with their business as usual.	01-31-2020
Issue driver licenses and identification cards (2 Strategic initiatives)		
Provide Special REAL ID Appointments for Customers Expiring after October 1, 2020	Based on REAL ID regulations, travelers will be required to provide either a REAL ID or another TSA-approved form of identification in order to fly after October 1, 2020. DMV will provide optional special REAL ID appointments to customers with non-compliant credentials that expire after October 1, 2020. This will allow them to be compliant with TSA and REAL ID requirements before the mandatory due date.	09-30-2020
Require Human Trafficking Awareness Training for New CDL Licenses or Permits Issued	New drivers seeking a CDL learner permit, as well as, those looking to convert an out-of-state CDL, will be required to complete mandatory training on the warning signs of human trafficking activities. This initiative will require rulemaking.	09-30-2020
Provide general and administrative support (2 Strategic initiatives)		
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, 2020, DMV will internally train 95% of eligible frontline employees on DMV specific customer service techniques.	04-30-2020
Host Recruitment Event in Wards 7 or 8	By March 2020, DMV will host a recruitment event in Ward 7 or 8 geared towards area residents. The goal is to increase the applications received from residents of those two Wards and thereby, increase the employment numbers of residents from those two wards.	03-31-2020
Systems necessary for DMV operations (2 Strategic initiatives)		
Implement Second OBD Kiosk East of the River	Currently, all vehicle inspections take place at the one inspection station or an OBD Kiosk in Ward Five. DMV will implement a second OBD Kiosk East of the River, offering those residents the convenience of a self-service OBD testing option.	09-30-2020
Expand DMV Mobile App Transactions	Currently, DMV only has one mobile app transaction. 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 March 2020.	03-31-2020
Title and register vehicles (3 Strategic initiatives)		
Explore Electronic Titling	Currently, DMV prints and mails paper titles. This involves having a secure storage area, paying postage and risks of lost documents. By August 2020, DMV plans to complete an analysis of the feasibility of adding an electronic title option, which will reduce the handling of paper documents, thereby saving money, resources and increasing customer satisfaction and convenience.	08-31-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Overhaul the Insurance Verification System	The DMV's Insurance Verification System (DC IVS) collects automobile liability insurance information from insurance companies that are licensed to provide automobile liability insurance in the District. This system is used to collect information to identify vehicles that do not meet the District's minimum insurance requirements. The current Insurance Verification System is outdated and requires major overhaul. DMV will secure and implement system enhancements to this technology to ensure compliance with all District insurance laws and regulations.	09-30-2020
Implement the Clean Energy Excise Tax Requirements	By January 2020, DMV shall amend and implement new rules revising the calculation of the vehicle excise tax as mandated by the Clean Energy DC Omnibus Act of 2018.	01-01-2020