

Department of Motor Vehicles FY2023

Agency Department of Motor Vehicles

Agency Code KVO

Fiscal Year 2023

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 (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Provide outstanding customer service. (9 Measure records)						
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	63.7%	100%	70%	95.5%	70%
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	56.4%	99.9%	75%	100%	75%
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	95.2%	91.9%	91%	91.9%	91%
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	92.9%	91.9%	85%	92.3%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	95.4%	97.9%	92%	97.3%	92%
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	98.4%	99.4%	95%	99.1%	95%
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	93.1%	95.8%	87%	95.3%	87%
Average adjudication customer wait time in minutes	Down is Better	5.8	3.5	13	3.3	13
Average service center customer wait time in minutes	Down is Better	14.5	13.8	30	14.8	30
2 - Develop and retain a skilled and diverse workforce. (2 Measure records)						
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	57.5%	Not Available	50%	Not Available	50%
Percent of employees attending annual customer service training.	Up is Better	96.8%	95.8%	94%	97%	94%
3 - Protect and secure DMV data and processes. (1 Measure)						
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	98%	100%	98%
4 - Cultivate innovative solutions to improve customer safety. (1 Measure)						
Percent of customers reached from safety education	Up is Better	100%	98.6%	80%	97.2%	80%
5 - Optimize processes and systems as technology evolves. (4 Measure records)						
Percent of registrations renewed online	Up is Better	83%	86.4%	72%	82.8%	78%
Percent of licenses renewed online	Up is Better	23.7%	29.3%	10%	44.6%	10%
Percent of ID cards renewed online	Up is Better	13.9%	29.1%	2%	19.2%	2%
Percent of organ donor designees through DMV	Up is Better	42.1%	43.3%	40%	43.6%	40%

Operations

Operations Title	Operations Description	Type of Operations
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Operations Title	Operations Description	Type of Operations
1 - Provide outstanding customer service. (4 Activity records)		
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
2 - Develop and retain a skilled and diverse workforce. (1 Activity)		
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 Activity records)		
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
4 - Cultivate innovative solutions to improve customer safety. (4 Activity records)		
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
5 - Optimize processes and systems as technology evolves. (5 Activity records)		
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

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Adjudicate parking, moving and photo enforcement tickets (3 Measure records)			
Percent of photo tickets adjudicated	14.4%	9.1%	8.7%
Percent of parking tickets adjudicated	14.5%	7.8%	13.3%
Percent of moving tickets adjudicated	52.6%	25%	43.5%
1 - Issue driver licenses and identification cards (2 Measure records)			
Number of identification cards issued	26,672	33,146	36,441
Number of driver licenses issued	111,525	130,616	111,526

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
1 - Title and register vehicles (1 Measure)			
Number of vehicle registrations issued	213,844	233,477	200,444
2 - Provide general and administrative support (2 Measure records)			
Percent of employees trained on customer service	96.8%	95.8%	97%
Number of employees	249	269	270
4 - Provide general and administrative support (1 Measure)			
Number of customers reached	29,332	34,223	36,961

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Adjudicate parking, moving and photo enforcement tickets (2 Strategic Initiative records)		
Implement TAS enrollment for DC Residents without tickets	In an effort to make DMV easier and friendlier to work with, DMV will Implement a process that allows a DC Resident with vehicles registered in the District the ability to enroll in Adjudication Ticket Alert System (TAS) without having received a ticket first.	12-31-2022
Develop online ticket status update	By August 2023, DMV will develop an online option for the public to obtain the status update for their ticket to add additional transparency to the status of their adjudication options or pending hearings.	08-31-2023
Issue driver licenses and identification cards (3 Strategic Initiative records)		
Implement Out-of-Country DC Resident Credential Extension	In an effort to increase convenience for DC residents abroad, DMV will enact legislation to allow for the extension of REAL ID licenses/IDs when an individual is overseas (military, foreign services, studying abroad, or out of the country for more than six months) and develop a process to execute the transaction.	09-30-2023
Implement State-to-State Verification	In an effort to ensure one driver has one REAL ID credential in one state at a time, DC DMV will implement the State-to-State (S2S) Verification Service to electronically check with all other participating states to determine if the applicant currently holds a driver license or identification card in another state.	04-30-2023
Redesign the Driver Manual	In an effort to provide better quality instruction to customers, DMV will redesign and publish a new and improved Driver Manual that's easier to navigate with more interactive and user-friendly features.	05-31-2023
Provide general and administrative support (2 Strategic Initiative records)		
Create Educational Outreach Program	By March 2023, DMV will create and execute an educational outreach program to increase the number of teenagers and young adults residing in zip codes 20011, 20019, and 20020 to pass the DC DMV Knowledge Test. By increasing the number of residents who pass the test, it will create employment opportunities for youth living in these areas where the majority of the residents are members of the BIPOC community and the unemployment rate for residents 16 years of age and older is higher than the overall District of Columbia unemployment rate.	03-31-2023
Provide annual customer service training for DMV front-line employees	On-going training is a necessity to expand employee knowledge on specific customer service techniques on topics frequently encountered in the DMV environment. Therefore, by April 2023, DMV will internally train 95% of eligible frontline employees on techniques to avoid implicit racial bias.	04-30-2023
Systems necessary for DMV operations (3 Strategic Initiative records)		
Enhance servicing for DMV customers with hearing impairments	By February 2023, DMV will enhance its technology solutions to provide more seamless service and communication options for customers with hearing impairments.	02-28-2023
Expand DC DMV Mobile App	In a continued effort to increase convenience to DMV customers, DMV will expand the DCDMV Mobile App with a minimum of five new transactions.	05-31-2023
Implement MY DCDMV App functionality	By September 2023, DMV will implement MY DCDMV Functionality within the agency's mobile app to give the public the use of secure log-ins which would allow them access to all available app transactions for vehicles/credentials associated with their registered account.	09-30-2023

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Title and Register Vehicles (1 Strategic Initiative)		
Expand OBD self-service kiosks	By September 2023, DMV will expand the OBD Self-Service Kiosks with two additional locations: one east of the river to add more service and convenience throughout the city.	09-30-2023