



DEPARTMENT OF MOTOR VEHICLES

FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT

JANUARY 15, 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 200,000 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 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
Expand Virtual Hearing to include Parking and Photo Enforcement Tickets.	More than 10,000 individuals have used this new hearing option.	This virtual hearing option provides the public with more convenience to have a hearing on a ticket from the comfort of their home, office and anywhere in the U.S.
Implement mature driver certification (online submission, including renewal online)	Increased customer satisfaction and another way to make it easier and friendlier to work with DC DMV.	Previously, seniors had to come in person with a medical certification from their doctor to renew. Now, seniors can upload the medical certification online and once the document is reviewed and approved by DMV, the seniors can proceed with the convenience of an online renewal from the comfort of their homes.
Implement the National Motor Vehicle Information System (NMVTIS)	DMV's participation in NMVTIS protects consumers from fraud and unsafe vehicles, and reduces the number of stolen vehicles being sold. The system allows DMV to verify information instantly and reliably on a paper vehicle title by comparing it to data submitted electronically by the issuing jurisdiction.	NMVTIS is the only vehicle history database in the nation to which all States, insurance carriers, and junk and salvage yards are required by federal law to report. Federal law also requires all insurance companies and all junk and salvage yards in the United States to report their salvage and total loss vehicles to NMVTIS. Based on this vehicle history availability, the system can help car buyers and residents detect fraud and know if a vehicle has been totaled or determined to be salvage or junk before the purchase of a vehicle.

3 2022 OBJECTIVES

Strategic Objective	Number of Measures	Number of Operations
Provide outstanding customer service.	9	4
Develop and retain a skilled and diverse workforce.	2	1
Protect and secure DMV data and processes.	1	3
Cultivate innovative solutions to improve customer safety.	1	4
Optimize processes and systems as technology evolves.	4	5
Create and maintain a highly efficient, transparent, and responsive District government.	11	0

4 2022 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
Cultivate innovative solutions to improve customer safety.		

(continued)

Operation Title	Operation Description	Type of Operation
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

5 2022 STRATEGIC INITIATIVES

In FY 2022, Department of Motor Vehicles had 12 Strategic Initiatives and completed 83.33%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Expand virtual hearings to include parking and photo enforcement tickets	Currently, DMV only offers virtual adjudication for minor moving violations and for show cause/reinstatement hearings using video technology. To offer more convenience to the public, the DMV will expand the virtual adjudication option to include hearings for parking and photo enforcement tickets.	Complete	This initiative was completed in Q1.	
Implement an Adjudication Customer Service Chat line from 10am to 2pm	By July 2022, DMV will implement an Adjudication Customer Service chat line from 10am to 2pm on select days during the week in order to address complex hearing related questions and concerns in real time.	Complete	This initiative was completed in Q3.	
Upgrade DMV website (content and navigation)	To better service the public and provide more up-to-date and user-friendly information, the DMV will overhaul the customer experience by upgrading and redesigning the navigation and content of it's website.	0-24%	This initiative was not completed.	Requisition is working it's way through the procurement process.
Implement entry level driver training	By February 2022, DMV will implement entry level driver training to satisfy Federal Requirements for CDL drivers.	Complete	This initiative was completed in Q1.	
Implement mature driver certification (online submission, including renewal online)	To effectively target the needs of seniors, DMV will create an online mature driver certification process which will allow seniors access to more online services (e.g., license renewal).	Complete	This initiative was completed in Q4.	

Enhance the residency certification process	DMV will accelerate its efforts to reduce address fraud by enhancing the current DC residency certification process. This will include streamlining the in-house verification checks, updating the required documents used for certification, and adding systematic safeguards in the licensing and registration system to alert the agency of problematic trends.	Complete	This initiative was completed in Q2.	
Implement video chat with senior leadership	In an effort to perform customer outreach and education, the DMV Communication's Team will partner with agency senior leadership to develop and implement a monthly virtual customer chat session with the public between the hours of 10am and 3pm, where the public can reach an administrator in real time.	Complete	This initiative was completed in Q3.	
Provide annual customer service training for DMV front-line employees	Consistent and accurate information, along with professional and friendly employees, are a necessity for service excellence. Therefore, by April 30, 2022, DMV will internally train 95% of eligible frontline employees on DMV specific customer service techniques.	Complete	This initiative was completed in Q3.	
Provide racial equity training for DMV employees	To expand the knowledge and awareness of racial inequities that exist in our communities, the DMV will train 85% of all active employees on racial equity impacts and teach techniques to minimize the effects to the residents and visitors to the District.	Complete	100 % MSS and 95% of agency employees completed training on racial equity.	
Expand DC DMV Mobile App to include five new transactions or features	In a continued effort to increase the convenience to DMV customers, DMV will expand the mobile app offers to five additional transactions/features by February 2022.	75-99%	This initiative was not completed.	Technically issues prevented the apps completion.
Enhance the online change of address transaction	DMV will overhaul and enhance the online change of address transaction to make the process more user-friendly while gaining internal operational efficiencies.	Complete	This initiative was completed in Q2	

Improve ODIS to include more basic services e.g., tag transfers, title only, duplicate title

In order to entice more dealers to sign up to utilize the Online Dealer Interface System (ODIS), DMV will add more functionality to the program to allow for duplicate titles, title only, and tag transfers transactions.

Complete

This initiative was completed in Q4.

6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Provide outstanding customer service.											
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request	Up is Better	63.7%	100%	70%	100%	96.8%	99%	84%	95.5%	Met	
Percent of mail adjudication hearings for photo violations completed within 150 days of request	Up is Better	56.4%	99.9%	75%	100%	100%	100%	100%	100%	Met	
Percent of customers rating Adjudication Services as satisfactory or better	Up is Better	95.2%	91.9%	91%	93.2%	97.1%	94%	90%	91.9%	Met	
Percent of customers rating Driver Services as satisfactory or better.	Up is Better	92.9%	91.9%	85%	91.5%	92.9%	92.2%	92.8%	92.3%	Met	
Percent of customers rating Vehicle Services as satisfactory or better.	Up is Better	95.4%	97.9%	92%	98.2%	97.9%	98.3%	93.8%	97.3%	Met	
Percent of correspondence addressed within citywide standard of 15 days.	Up is Better	98.4%	99.4%	95%	97.3%	100%	100%	100%	99.1%	Met	
Percent of customers rating overall DMV service as satisfactory or better.	Up is Better	93.1%	95.8%	87%	95.9%	96.7%	95.8%	92.6%	95.3%	Met	
Average adjudication customer wait time in minutes	Down is Better	5.8	3.5	13	4	3	3	3	3.3	Met	
Average service center customer wait time in minutes	Down is Better	14.5	13.8	30	20	14	12	13	14.8	Met	
Develop and retain a skilled and diverse workforce.											
Percent of employees rating DMV as satisfactory or better, overall.	Up is Better	57.5%	Not Available	50%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	No data available		
Percent of employees attending annual customer service training.	Up is Better	96.8%	95.8%	94%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.05%	Met	
Protect and secure DMV data and processes.											
Percent of biometric facial recognition cleared within 45 days	Up is Better	100%	100%	98%	100%	100%	100%	100%	100%	Met	

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Cultivate innovative solutions to improve customer safety.											
Percent of customers reached from safety education	Up is Better	100%	98.6%	80%	97.5%	97.1%	97.2%	97%	97.2%	Met	
Optimize processes and systems as technology evolves.											
Percent of registrations renewed online	Up is Better	83%	86.4%	72%	83.3%	82.3%	81.8%	83.4%	82.8%	Met	
Percent of licenses renewed online	Up is Better	23.7%	29.3%	10%	32.3%	47.8%	50.7%	49.9%	44.6%	Met	
Percent of ID cards renewed online	Up is Better	13.9%	29.1%	2%	10.2%	19.6%	23.3%	26.3%	19.2%	Met	
Percent of organ donor designees through DMV	Up is Better	42.1%	43.3%	40%	43.6%	43.6%	43.6%	43.7%	43.6%	Met	

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
Adjudicate parking, moving and photo enforcement tickets							
Percent of parking tickets adjudicated	14.5%	7.8%	9.9%	9.1%	13.9%	19%	13.3%
Percent of photo tickets adjudicated	14.4%	9.1%	8.9%	9.7%	6.7%	10.2%	8.7%
Percent of moving tickets adjudicated	52.6%	25%	57.3%	37.3%	37.1%	43.5%	43.5%
Issue driver licenses and identification cards							
Number of driver licenses issued	111,525	130,616	28,318	27,103	27,101	29,004	111,526
Number of identification cards issued	26,672	33,146	9332	9505	8585	9019	36,441
Title and register vehicles							
Number of vehicle registrations issued	213,844	233,477	56,511	50,981	51,359	41,593	200,444
Provide general and administrative support							
Percent of employees trained on customer service	96.8%	95.8%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.05%
Number of employees	249	269	270	270	270	270	270
Number of customers reached	29,332	34,223	9073	9216	9294	9378	36,961