



FY13/14 INITIATIVES STATUS

Department of Motor Vehicles

OBJECTIVE 1: Make it easier, faster, and friendlier to do business with DMV.

INITIATIVE 1.1: Enhance the Ticket Access Service (TAS) to make it more user-friendly and efficient.

Since the fall of 2010, approximately 30,000 customers have established online TAS accounts which allow them access to ticket information on their registered vehicles and driver license. DMV will partner with its ticket processing vendor to re-engineer the TAS application to make it more user-friendly and efficient. This re-engineering will reduce customer complaints and maximize customer service.

STATUS: TAS application was enhanced in February 2013 to make it more user-friendly and efficient; thereby, increasing customer service. This included enhancements to the creation of the account and the receipt of the account personal information number. Existing vendor funding used.

INITIATIVE 1.2: Reduce mail adjudication response time.

Partner with D.C. Public Schools to create an internship program for high school students to assist with mail adjudication. This program will provide an opportunity for students to earn credits toward their community service graduation requirement. The program will also provide valuable experience in the administrative law area for students who may be interested in pursuing a legal career.

STATUS: A process and application were created and disseminated to area high schools in February 2013. Several students, in an intern capacity, have assisted Adjudication Services with mail adjudication; thereby decreasing our workload. Funding was \$0.00.

INITIATIVE 1.3: Open the Rhode Island Service Center

In an effort to better serve the citizens of the District, a new facility will be opened in Northeast Washington. This initiative will increase customer satisfaction and employee morale due to the new facility design and close proximity to the metro and affordable garaged parking.

STATUS: The Rhode Island Service Center opened to the public on April 2, 2013. No additional funding was used; instead, former



Georgetown funding was used.

INITIATIVE 1.4: Improve language access for customers.

To ensure vital web information is available to non-English speaking communities, the DMV will translate to Spanish the following processes on its website: obtain a driver license, obtain a DC non-driver identification card and first time title and registration. More languages will be added if the budget allows.

STATUS: By September 2013, the indicated web transactions were translated into Spanish and other languages required by the Language Access Act. However, the translations have not yet been posted to the website pending review for necessary changes to comply with the Driver's Safety Amendment Act of 2013. Funding was \$59,165.

INITIATIVE 1.5: Allow driving instructors to administer road tests.

Create pilot program which uses driver instructors and their vehicles, for an additional fee, for road tests under the supervision of the DMV Road Test Supervisor. This initiative, which requires a regulation change, would allow driver instructors to administer the road test and decrease the wait time to get a road test appointment.

STATUS: As of February 2014, three third party testers are certified to give road tests to customers, for a fee. Funding was \$0.00.

INITIATIVE 1.6: Modify renewal requirements for expired DC license holders.

This initiative, which requires a regulation change, will allow DC customers whose licenses have been expired for more than 90 days the option of completing an online driver education course in lieu of the in-person knowledge test. We will also increase the time period for re-testing after a license expiration.

STATUS: In June 2013, DMV extended the time period to three hundred sixty five (365) days for the written test and five hundred and forty-five (545) days for the road test. In addition, a person may take the online course designated by the Department, in lieu of taking the written examination. Funding was \$0.00.

INITIATIVE 1.7: Develop phone app for DMV renewal services

In collaboration with the Office of the Chief Technology Officer, DMV will develop a phone app for customers to renew their vehicle registrations, driver



licenses and identification cards. This initiative will provide an alternative method for obtaining DMV service and eliminate in-person visits.

STATUS: In September 2013, three agency transactions: driver license renewal, identification card renewal, and vehicle registration renewal were implemented as mobile ready services designed for smartphones, tablets and e-readers. OCTO staff, who are already funded through a DMV intra-District, were used for programming; therefore, no additional funding used.

INITIATIVE 1.8: Streamline taxi registration renewal process.

Currently, approximately 80% of all taxi registration renewals occur in the month of March. This initiative will even-out the number of renewals processed each month, thereby, streamlining the process.

STATUS: In January 2013, a process was created to spread out the registration renewal process for taxis with March registration expiration dates. This process eliminated the taxi registration backlog which also negatively impacted non-for-hire customers. Funding was \$0.00.

INITIATIVE 1.9: Create online transaction for calculating excise tax.

Create an online system to allow customers to estimate the excise tax for titling a vehicle prior to an in-person visit. This service will ensure customers have sufficient funds to complete their transaction, thereby, avoiding return trips to the service center.

STATUS: In June 2013, the online excise tax calculator was implemented and made available to all customers. OCTO staff, who are already funded through a DMV intra-District, were used for programming; therefore, no additional funding used.

INITIATIVE 1.10: Create CDL testing waiver for military

DMV will use the Federal Motor Carrier Safety Administration requirements to implement a process that allows military personnel to more easily obtain a commercial driver license. We will substitute two years of safe driving experience in military equivalents of commercial motor vehicles for the skills test portion of the commercial driver license skills test.

STATUS: As of January 2013, military personnel can now receive credit for two years of military driving which is the equivalent of commercial vehicles. Funding was \$0.00.



INITIATIVE 1.11: Create online dealer registration process.

Currently, each year in October, we require all District dealerships to make an in-person visit to recertify their DMV dealer registration which allows them to obtain dealer tags and reassign titles. We will create an online process that would allow the DMV to review the paperwork in advance to avoid dealers making return trips and to increase the integrity of the process.

STATUS: As of July 2013, DC dealerships can re-certify their yearly registration online using an e-form process. Funding was \$200 for web-based forms software.

OBJECTIVE 2: Ensure a skilled and diverse workforce for quality customer service.

INITIATIVE 2.1: Train frontline service center employees on active listening.

In an effort to better serve the citizens of the District, the DMV will train 90% of frontline service center employees on active listening skills. The training will increase customer service by teaching employees on how to listen to what a person is saying and determine what message they are trying to get across. Active listening and good communication will lead to better or accurate information being delivered by employees during the first contact with a customer, thus eliminating the need for multiple visits to the DMV.

STATUS: 98% of all frontline employees were trained by September 2013. Since an internal trainer was used, funding was \$0.00.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's licenses and registration.

INITIATIVE 3.1: Provide an online Fraudulent Document Recognition refresher course to frontline employees who issue driver licenses and titles.

The agency will re-train at least 90% of frontline employees with an online course. The online Fraudulent Document Recognition refresher course will provide employees with the latest information on how to evaluate the various documents they are in contact with daily when issuing licenses and titles. Additionally, this course will reduce fraud by continuing to raise employee awareness of altered and/or counterfeit documents that may be presented to them.

STATUS: 96% of frontline employees completed Fraudulent Document



Recognition training by September 2013. Since an internal trainer was used, funding was \$0.00.

INITIATIVE 3.2: Integrate US Passport Verification system into licensing system.

The ability to validate breeder documents is critical in preventing fraud and identity theft. Therefore, using our licensing system, we will validate US Passports, in real-time, with the US Department of State.

STATUS: In January 2014, this application was implemented at no additional cost due to the use of an existing OCTO intra-District.

INITIATIVE 3.3: Implement more secure credential using central issuance process.

In accordance with federal requirements, implement a more secure credential based on guidance received from the Department of Homeland Security. An additional deterrence of fraud will result from using a central issuance process.

STATUS: The new credential and issuance process was rolled out on November 26, 2013. Funding was \$1,251,000.