



FY12/13 INITIATIVES STATUS

Department of Motor Vehicles

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

INITIATIVE 1.1: Investigate feasibility of charging an administrative hearing fee.

In order to reduce the increase in frivolous adjudication requests, which unnecessarily tie up agency resources and increase adjudication wait times, we will investigate the feasibility of charging an administrative fee for customers to adjudicate tickets. The investigation will include best practices and industry standards. If determined feasible, then a project plan, with corresponding timeline for possible implementation, will also be completed.

STATUS: In December 2011, an analysis was completed which concluded an administrative hearing fee, to reduce frivolous adjudication requests, is feasible upon proper notification to the public. There is precedent in other jurisdictions for such a fee, although in most cases it is levied in a court system. There are no known insurmountable technical obstacles to implementation; however, ticket reprinting and contractor programming will be required. Funding was \$0.00.

INITIATIVE 1.2: Create additional Appeals Board.

Although DMV currently has two Appeals Boards, the period of time for reviewing appeal cases is almost 24 months. Therefore, the agency will identify funding and create an additional Appeals Board to reduce the time period for reviewing appeal requests. This initiative will improve customer satisfaction and reduce customer calls and emails checking on the status of appeal cases.

STATUS: A third Appeals Board was created in October 2012 to reduce the time period for reviewing ticket appeal requests. Funding was \$45,000 annually for part-time board member.

INITIATIVE 1.3: Create online sample knowledge tests.

DMV will create online sample knowledge tests that will assist customers in preparing and studying for the knowledge test. Customers who adequately master the driver manual by passing the knowledge test with high scores are usually better prepared for the roadway.

STATUS: By February 2012, an online sample test was implemented to assist customers with preparing for the knowledge test. Internal IT staff were used; therefore, there was no additional funding.

INITIATIVE 1.4: Create DMV You Tube Channel.

As part of its continued outreach efforts, DMV will create a You Tube Channel to showcase public service announcements and brief videos related to DMV processes and



motor vehicle public safety. The majority of the public safety content will be linked from other sites which already have available content.

STATUS: DMV implemented a You Tube Channel in December 2011 to showcase public service announcements and videos. Funding was \$0.00.

INITIATIVE 1.5: 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: Prior to February 2013, DMV developed a process to modify the registration renewal dates of 1,050 taxis so they would not all expire in March. Instead, the expiration dates will be spread out throughout the year to balance the workload and prevent significant customer wait times in March 2014. Funding was \$0.00.

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

INITIATIVE 2.1: Publish hearing examiner handbook.

Employee guidelines and training is critical to providing consistent information to customers. For the hearing examiners who adjudicate tickets, it is important that hearing decisions are rendered in a fair and equitable manner, consistent with the law. The creation of an internal hearing examiner handbook will aid with the ability to meet this requirement.

STATUS: The handbook was completed in May 2012 to assist hearing examiners in the adjudication of tickets. Funding was \$0.00.

INITIATIVE 2.2: Require hearing examiners to attend DUI training.

In our quest for continued employee improvement and training, DMV will require that at least 90% of all hearing examiners attend DUI training to aid in the adjudication of DUI cases. This training will improve the analysis and review of permit control related hearings.

STATUS: Although the identified DUI course was no longer available, 90% of hearing examiners completed another webcast training course from the National Judicial College by September 2012. Funding was \$0.00.

INITIATIVE 2.3: Create law school internship program to assist with mail adjudication.

DMV will partner with area law schools to create an internship program for third year law students to assist with conducting mail adjudication. This program will provide an opportunity for real life application of the law for the students and assist DMV with



maintaining our performance measure related to mail adjudication. Additionally, the program will provide a potential training ground for future hearing examiners.

STATUS: By July 2012, the law school internship program was implemented and initiative was extended to include summer youth interns who could assist with triaging mail adjudications prior to review by hearing examiners. Funding was \$0.00.

INITIATIVE 2.4: Train frontline service center employees on for hire services.

In preparation to distribute the for hire (i.e., taxis and limos) services to all service centers, DMV will train 90% of frontline service center employees on these two functions. The training will increase customer service by allowing customers to visit any one of our three service centers instead of being redirected to one specific location for service.

STATUS: Training completed prior to November 2011 and for hire function distributed to all three DMV service centers. Funding was \$0.00.

INITIATIVE 2.5: Train frontline service center employees on foreign national services.

In preparation to distribute the foreign national services to all service centers, DMV will train 90% of frontline service center employees on these two functions. The training will increase customer service by allowing customers to visit any one of our three service centers instead of being redirected to one specific location for service.

STATUS: Training completed prior to November 2011 and foreign national function distributed to all three DMV service centers. Funding was \$0.00.

INITIATIVE 2.6: Provide customer service training to frontline employees.

Each year DMV offers customized customer service training to meet the needs of frontline employees. Provide training related to basic technology techniques and behavioral management to 90% of frontline employees. The training will enhance employees' ability to self diagnose computer issues; thereby, saving time by reducing help desk calls while customers are waiting for service. Additionally, the training will reduce customer complaints and maximize customer service.

STATUS: By September 2012, 95% of frontline employees attended customer service training which also included ethics and computer skills. Funding was \$0.00.

OBJECTIVE 3: Ensure the integrity, security and safety of DMV's vehicle services.

INITIATIVE 3.1: Reduce use of paper temporary tags.

DMV will eliminate the reliance on paper temporary tags by issuing hard tags that can be used as both temporary and permanent tags. This initiative will increase revenue by



immediately collecting excise tax for title issuance, and it will decrease fraud by individuals who have no plans to permanently register vehicles for which temporary tags are requested.

STATUS: Implementation of this initiative in May 2012 has contributed to a 40% reduction in the issuance of paper temporary tags. Internal IT staff were used for programming; therefore, no additional funding used.

INITIATIVE 3.2: Increase credential security.

In accordance with federal requirements, implement a more secure credential by the federal deadline of January 2013 based on guidance received from the Department of Homeland Security. Implement a process to image breeder documents presented for driver licenses and identification cards.

STATUS: Although DMV has met the primary requirement of this initiative by imaging/scanning breeder documents by February 2012, we are also working on awarding a contract to further enhance our credentials. Internal IT staff were used for programming; therefore, no additional funding was used.

INITIATIVE 3.3: Integrate photos into WALES. (PUBLIC SAFETY)

Currently, the Washington Area Law Enforcement System (WALES) does not have access to DMV photos for the purpose of verifying identity. This reduces law enforcement's flexibility in efficiently performing their job. Therefore, DMV will program our licensing system to integrate driver license and identification card photos with the Metropolitan Police Department's WALES.

STATUS: By September 2012, DMV made photos available to MPD's WALES to assist with law enforcement functions. Internal IT staff were used for programming; therefore, no additional funding used.