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# Department of Motor Vehicles

<http://dmv.dc.gov>

Telephone: 202-737-4404

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Description	FY 2010 Actual	FY 2011 Approved	FY 2012 Proposed	% Change from FY 2011
Operating Budget	\$40,474,788	\$38,385,964	\$38,295,255	-0.2
FTEs	247.6	232.0	233.0	0.4

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The mission of the Department of Motor Vehicles (DMV) is to provide excellent customer service and to promote public safety by ensuring the safe operation of motor vehicles.

## Summary of Services

The DMV provides service to approximately 460,000 licensed drivers and identification card holders and 275,000 registered vehicles at three service centers. DMV conducts adjudication services and collects ticket payments for more than 2.5 million tickets each year. DMV also conducts over 200,000 annual vehicle inspections. Combining these services into a customer-centered, mission-driven organization is the responsibility of the Agency Management division.

The agency's FY 2012 proposed budget is presented in the following tables:

## FY 2012 Proposed Gross Funds Operating Budget, by Revenue Type

Table KV0-1 contains the proposed FY 2012 agency budget compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

**Table KV0-1**  
(dollars in thousands)

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
<b>General Fund</b>						
Local Funds	26,376	26,630	23,868	24,786	918	3.8
Special Purpose Revenue Funds	11,258	9,606	11,821	8,280	-3,541	-30.0
<b>Total for General Fund</b>	<b>37,634</b>	<b>36,235</b>	<b>35,689</b>	<b>33,066</b>	<b>-2,623</b>	<b>-7.3</b>
<b>Federal Resources</b>						
Federal Grant Funds	540	154	0	0	0	N/A
<b>Total for Federal Resources</b>	<b>540</b>	<b>154</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>N/A</b>
<b>Intra-District Funds</b>						
Intra-District Funds	3,262	4,086	2,697	5,230	2,532	93.9
<b>Total for Intra-District Funds</b>	<b>3,262</b>	<b>4,086</b>	<b>2,697</b>	<b>5,230</b>	<b>2,532</b>	<b>93.9</b>
<b>Gross Funds</b>	<b>41,435</b>	<b>40,475</b>	<b>38,386</b>	<b>38,295</b>	<b>-91</b>	<b>-0.2</b>

\*Percent change is based on whole dollars.

Note: If applicable, for a breakdown of each Grant (Federal and Private), Special Purpose Revenue type and Intra-District agreement, please refer to **Schedule 80 Agency Summary by Revenue Source** in the FY 2012 Operating Appendices located on the Office of the Chief Financial Officer's website.

## FY 2012 Proposed Full-Time Equivalents, by Revenue Type

Table KV0-2 contains the proposed FY 2012 FTE level compared to the FY 2011 approved FTE level by revenue type. It also provides FY 2009 and FY 2010 actual data.

**Table KV0-2**  
(dollars in thousands)

Appropriated Fund	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change
<b>General Fund</b>						
Local Funds	173.5	196.5	185.0	186.0	1.0	0.5
Special Purpose Revenue Funds	570	51.1	470	470	0.0	0.0
<b>Total for General Fund</b>	<b>230.5</b>	<b>247.6</b>	<b>232.0</b>	<b>233.0</b>	<b>1.0</b>	<b>0.4</b>
<b>Total Proposed FTEs</b>	<b>230.5</b>	<b>247.6</b>	<b>232.0</b>	<b>233.0</b>	<b>1.0</b>	<b>0.4</b>

## FY 2012 Proposed Operating Budget, by Comptroller Source Group

Table KV0-3 contains the proposed FY 2012 budget at the Comptroller Source Group (object class) level compared to the FY 2011 approved budget. It also provides FY 2009 and FY 2010 actual expenditures.

**Table KV0-3**  
(dollars in thousands)

Comptroller Source Group	Actual FY 2009	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Percent Change*
11 - Regular Pay - Cont Full Time	13,094	12,129	12,467	12,964	497	4.0
12 - Regular Pay - Other	629	403	497	429	-68	-13.7
13 - Additional Gross Pay	81	234	0	0	0	N/A
14 - Fringe Benefits - Curr Personnel	2,960	2,883	2,791	3,232	441	15.8
15 - Overtime Pay	422	206	100	50	-50	-50.0
99 - Unknown Payroll Postings	5	3	0	0	0	N/A
<b>Subtotal Personal Services (PS)</b>	<b>17,191</b>	<b>15,858</b>	<b>15,854</b>	<b>16,674</b>	<b>819</b>	<b>5.2</b>
20 - Supplies and Materials	275	211	276	244	-32	-11.5
30 - Energy, Comm. and Bldg Rentals	738	594	512	512	0	0.0
31 - Telephone, Telegraph, Telegram, Etc	675	287	425	340	-85	-20.1
32 - Rentals - Land and Structures	597	575	438	438	0	0.0
33 - Janitorial Services	275	227	145	145	0	0.0
34 - Security Services	1,704	1,488	1,353	1,353	0	0.0
35 - Occupancy Fixed Costs	431	98	0	0	0	N/A
40 - Other Services and Charges	3,446	3,438	5,563	3,417	-2,146	-38.6
41 - Contractual Services - Other	15,948	17,282	13,538	14,981	1,443	10.7
70 - Equipment and Equipment Rental	155	417	281	192	-90	-31.9
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>24,244</b>	<b>24,617</b>	<b>22,532</b>	<b>21,622</b>	<b>-910</b>	<b>-4.0</b>
<b>Gross Funds</b>	<b>41,435</b>	<b>40,475</b>	<b>38,386</b>	<b>38,295</b>	<b>-91</b>	<b>-0.2</b>

\*Percent change is based on whole dollars.

### Division Description

The Department of Motor Vehicles operates through the following 7 divisions:

**Adjudication Services** – provides ticket processing, notices, and hearing and hearing support services to residents and non-residents, in order to render legally-sound decisions on parking, photo, and moving violations, and to ensure proper processing of violation and penalty payments for those infractions.

This division contains the following 3 activities:

- **Hearings** – provides fair and equitable reviews of ticket and permit violations for respondents so that they can resolve outstanding issues of liability;
- **Hearing Support** – provides intake, data review, records management, and administrative support functions to ensure accurate records and transmittal of information in support of adjudication hearings; and

- **Ticket Processing** – provides processed ticket information to create and maintain DMV’s database; provides scheduled notifications and information to residents and non-residents of the District of Columbia; and processes and tracks fines and penalty payments for tickets issued by traffic enforcement authorities.

**Vehicle Services** - provides certification and inspection services to residents, businesses, and government entities so that they may legally park, drive, and sell their vehicles in the District of Columbia.

This division contains the following 4 activities:

- **Inspections** – provides safety and emission inspection services to residents and non-residents so that they can receive a timely vehicle inspection to facilitate reduced auto emissions (all vehicles) and safer vehicles (for-hire and commercial vehicles only). The air emission inspections meet the requirements of the District’s Air Quality Attainment State Implementation Plan;
- **Registrations** – provides 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;
- **Out of State Vehicles** – provides registration services for “for hire” vehicles whose owner is based outside of the District; and
- **International Registration** – provides for administration of the District of Columbia’s participation in the U.S.-based plan, which allows for the distribution of registration fees for commercial motor vehicles travelling inter-jurisdictionally through member states and provinces.

**Driver Services** - provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications so that they may legally operate their vehicles.

This division contains the following 3 activities:

- **Licensing** – provides driver certification and identification services to residents to ensure they have the proper credentials to reflect identity, residence, and driving qualifications;

- **Drivers Education** – provides information and outreach to ensure citizens are aware of District of Columbia requirements for the operation of motor vehicles and supports programs that enhance operator skills and public safety; and
- **Commercial Driver License** – provides eligibility testing and certification services to commercial vehicle drivers.

**Service Integrity** - ensures the security and integrity of all DMV transactions, employees, and products by implementing and auditing procedures to minimize fraud, abuse, corruption, and risk of financial loss related to the execution of departmental functions.

This division contains the following 2 activities:

- **Risk Management** – provides reviews and audits procedures and controls to minimize the risk of financial loss related to the execution of departmental functions; and
- **Integrity** – provides reviews and audits procedures and controls to minimize fraud, abuse, corruption, and the loss of the public’s trust related to the execution of departmental operations.

**Technology Services** – provides integrated and reliable information systems for all DMV services and complies with District-wide technology standards and requirements.

This division contains the following 3 activities:

- **Information Technology** – provides for the operation and maintenance of the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings;
- **Driver and Vehicle Systems** – provides for the operation and maintenance of the automated systems providing support for driver and vehicles databases and service functions; and
- **Ticket Information Systems** – provides for the operation and maintenance of the automated systems providing support for ticketing and adjudication services.

**Agency Management** - provides for administrative support and the required tools to achieve operational and programmatic results. This division is standard for all agencies using division-based budgeting.

**Agency Financial Operations** – provides comprehensive and efficient financial management services, to and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using division-based budgeting.

**Division Structure Change**

The Department of Motor Vehicles has no division structure changes in the FY 2012 Proposed Budget.

**FY 2012 Proposed Operating Budget and FTEs, by Division and Activity**

Table KV0-4 contains the proposed FY 2012 budget by division and activity compared to the FY 2011 approved budget. It also provides the FY 2010 actual data.

**Table KV0-4**

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011
<b>(1000) Agency Management</b>								
(1008) Communications 11	0	93	94	1	0.0	1.0	1.0	0.0
(1010) Personnel	222	237	247	9	2.5	3.0	3.0	0.0
(1015) Training	136	88	92	5	2.1	1.0	1.0	0.0
(1020) Contracting and Procurement	201	0	0	0	0.0	0.0	0.0	0.0
(1030) Property Management	2,004	2,912	2,827	-85	0.0	0.0	0.0	0.0
(1070) Fleet Management	31	20	15	-5	0.0	0.0	0.0	0.0
(1087) Language Access Act	80	40	35	-5	0.0	0.0	0.0	0.0
(1090) Performance Management	2,851	1,489	1,420	-69	11.8	12.0	12.0	0.0
<b>Subtotal (1000) Agency Management</b>	<b>5,525</b>	<b>4,879</b>	<b>4,730</b>	<b>-149</b>	<b>16.4</b>	<b>17.0</b>	<b>17.0</b>	<b>0.0</b>
<b>(100F) Agency Financial Operations</b>								
(110F) Budget Operations	213	217	231	14	2.1	2.0	2.0	0.0
(120F) Accounting Operations	196	223	240	16	4.1	4.0	4.0	0.0
<b>Subtotal (100F) Agency Financial Operations</b>	<b>408</b>	<b>441</b>	<b>471</b>	<b>30</b>	<b>6.2</b>	<b>6.0</b>	<b>6.0</b>	<b>0.0</b>
<b>(2000) Adjudication Services</b>								
(2010) Hearings	2,192	2,124	2,375	251	20.9	20.5	21.5	1.0
(2020) Hearing Support	1,748	1,734	2,026	293	32.7	31.5	31.5	0.0
(2030) Ticket Processing	12,231	11,111	13,649	2,538	1.0	1.0	1.0	0.0
<b>Subtotal (2000) Adjudication Services</b>	<b>16,171</b>	<b>14,969</b>	<b>18,050</b>	<b>3,082</b>	<b>54.6</b>	<b>53.0</b>	<b>54.0</b>	<b>1.0</b>

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**Table KVO-4 (Continued)**

(dollars in thousands)

Division/Activity	Dollars in Thousands				Full-Time Equivalents			
	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011	Actual FY 2010	Approved FY 2011	Proposed FY 2012	Change from FY 2011
<b>(3000) Vehicle Services</b>								
(3010) Inspections	6,884	5,482	3,731	-1,751	49.1	45.0	45.0	0.0
(3020) Registrations	2,346	2,505	2,557	52	32.1	35.0	35.0	0.0
(3030) Registrations - Out of State Vehicle	238	350	254	-96	0.0	0.0	0.0	0.0
(3040) International Registration Plan	201	2,278	1,468	-809	2.0	2.0	2.0	0.0
<b>Subtotal (3000) Vehicle Services</b>	<b>9,668</b>	<b>10,615</b>	<b>8,010</b>	<b>-2,605</b>	<b>83.2</b>	<b>82.0</b>	<b>82.0</b>	<b>0.0</b>
<b>(4000) Driver Services</b>								
(4010) Licensing	3,558	3,598	4,041	443	65.0	62.0	62.0	0.0
(4020) Driver Support Services	0	0	0	0	-0.4	0.0	0.0	0.0
(4030) Drivers Education	920	671	520	-151	0.0	0.0	0.0	0.0
(4040) Commercial Driver's License (CDL)	17	128	103	-25	0.0	0.0	0.0	0.0
<b>Subtotal (4000) Driver Services</b>	<b>4,495</b>	<b>4,396</b>	<b>4,664</b>	<b>267</b>	<b>64.5</b>	<b>62.0</b>	<b>62.0</b>	<b>0.0</b>
<b>(5000) Business Services</b>								
(5010) International Registration Program	-29	0	0	0	0.0	0.0	0.0	0.0
<b>Subtotal (5000) Business Services</b>	<b>-29</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>(6000) Customer Contact Services</b>								
(1080) Communications	214	0	0	0	2.1	0.0	0.0	0.0
(6010) Customer Contact Services Program	20	0	0	0	0.0	0.0	0.0	0.0
<b>Subtotal (6000) Customer Contact Services</b>	<b>234</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2.1</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>(7000) Service Integrity</b>								
(1055) Risk Management	20	12	6	-6	0.0	0.0	0.0	0.0
(7010) Integrity	218	240	264	24	5.2	3.0	3.0	0.0
<b>Subtotal (7000) Service Integrity</b>	<b>238</b>	<b>252</b>	<b>270</b>	<b>18</b>	<b>5.2</b>	<b>3.0</b>	<b>3.0</b>	<b>0.0</b>
<b>(8000) Technology Services Program</b>								
(1040) Information Technology	3,341	2,489	1,749	-740	14.4	8.0	8.0	0.0
(8010) Driver and Vehicle Systems	386	337	343	6	1.0	1.0	1.0	0.0
(8020) Ticket Information Systems	30	8	8	0	0.0	0.0	0.0	0.0
<b>Subtotal (8000) Technology Services Program</b>	<b>3,757</b>	<b>2,834</b>	<b>2,100</b>	<b>-734</b>	<b>15.5</b>	<b>9.0</b>	<b>9.0</b>	<b>0.0</b>
<b>(9960) Year End Close</b>								
No Activity Assigned	9	0	0	0	0.0	0.0	0.0	0.0
<b>Subtotal (9960) Yr End Close</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Total Proposed Operating Budget</b>	<b>40,475</b>	<b>38,386</b>	<b>38,295</b>	<b>-91</b>	<b>247.6</b>	<b>232.0</b>	<b>233.0</b>	<b>1.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)

Note: For more detailed information regarding the proposed funding for the activities within this agency's divisions, please see Schedule 30-PBB Program Summary by Activity in the FY 2012 Operating Appendices located on the Office of the Chief Financial Officer's website.

## **FY 2012 Proposed Budget Changes**

**Intra-Agency Adjustments:** In order to align DMV's intra-District budget with actual division costs for the Ticket Processing Project, an intra-District with the Metropolitan Police Department will increase by \$2,532,211 in FY 2012 over FY 2011. Other increases include \$604,859 from the Vehicle Services division to the Driver Services division in Special Purpose Revenue to accommodate higher costs for Office of the Chief Technology Officer's (OCTO) Information Technology assessment, and \$100,000 for overtime costs, which was shifted from Local funds. DMV will increase its personal services funding in Local and Special Purpose Revenue funds by \$843,811 to cover both historical expenditures and increased personal services costs that include growth in fringe benefits. Other reductions to Local funds include printing and office supplies by \$7,244, technology services for Information Technology contracts, risk management payouts, and hardware acquisitions by \$652,977. Other Special Purpose Revenue reductions include \$651,518 in various equipment maintenance contracts, \$95,000 in the L1D contract, and \$365,224 in other nonpersonal services adjustments.

**Transfers Out:** DMV will transfer out \$606,100 to OCTO for Information Technology Assessment cost.

**Cost Savings:** DMV will achieve savings in FY 2012 in a variety of areas. The Local fund budget will decrease by \$16,740 for office supplies. A \$2,594,530 Special Purpose Revenue savings will be achieved by reducing \$1,230,930 in other services and charges in areas such as the Driver's Services division for Information Technology equipment supplies, contractual services, printing and travel, and \$1,363,600 in Vehicles Services division from other services and charges and contractual services.

**Policy Initiatives:** In order to maximize efficiency and ensure adequate funding for critical services, DMV received additional Local budget in the following manner; \$596,137 to support its Driver's License operations and other vital programs, \$96,677 and 1.0 FTE for a hearing examiner in Adjudication Services so that the agency could better manage the increased in-person customer volume related to traffic fines, and \$225,000 as a one-time allocation for a system upgrade.

**Shift:** A policy decision was made to review all Special Purpose Revenue and a determination was made to shift some Special Purpose Revenues to Local funds. DMV shifted \$622,840 of funds previously designated as Special Purpose Revenues to Local funds. These funds will continue to support the mission of the agency while improving efficiency.

## FY 2011 Approved Budget to FY 2012 Proposed Budget, by Revenue Type

Table KV0-5 itemizes the changes by revenue type between the FY 2011 approved budget and the FY 2012 proposed budget.

**Table KV0-5**  
(dollars in thousands)

	DIVISION	BUDGET	FTE
<b>LOCAL FUNDS: FY 2011 Approved Budget and FTE</b>		<b>23,868</b>	<b>185.0</b>
Shift: Transfer of overtime funding to Special Purpose Revenue funds	Agency Management	-100	0.0
Cost Increase: Adjust salaries and fringe benefits to include step increases	Agency Management	60	0.0
Cost Decrease: Reduce printing and office supplies costs to fund personal services costs	Agency Management	-7	0.0
Cost Increase: Align budget with personal services adjustment	Multiple Programs	700	0.0
Cost Decrease: Reduce IT contract, IT supplies, and Hardware Acquisitions to fund personal services costs	Technology Services Program	-653	0.0
<b>FY 2012 Initial Adjusted Budget</b>		<b>23,868</b>	<b>185.0</b>
Cost Increase: Align FTE and budget with personal services costs	Adjudication Services Program	97	1.0
Reduce: Reduction in office supplies	Agency Management	-17	0.0
Shift: Funding from Special Purpose Revenue funds to Local funds to fund several projects	Driver Services Program	623	0.0
Cost Increase: One-time increase for a database upgrade	Technology Services Program	225	0.0
Transfer Out: Local portion of the IT assessment to OCTO	Technology Services Program	-606	0.0
Shift: Funding for Driver's License operations and other programs	Multiple Programs	596	0.0
<b>LOCAL FUNDS: FY 2012 Proposed Budget and FTE</b>		<b>24,786</b>	<b>186.0</b>
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2011 Approved Budget and FTE</b>		<b>11,821</b>	<b>47.0</b>
Cost Decrease: Align IT assessment with OCTO estimates	Agency Management	-85	0.0
Shift: A portion of OCTO IT assessment from Vehicle Services to Driver Services and reduction in postage budget	Vehicle Services Program	-280	0.0
Reduce: Net reduction in various inspection station equipment maintenance contracts offset with funding for step and fringe benefits increases	Vehicle Services Program	-652	0.0
Cost Increase: Adjust salaries and fringe benefits to include step increases	Vehicle Services Program	84	0.0
Shift: Overtime funding from Local funds	Driver Services Program	100	0.0
Cost Increase: OCTO IT assessment budget increased to accurately reflect historical spending pattern	Driver Services Program	605	0.0
Cost Decrease: Reduce Licensing contract	Driver Services Program	-95	0.0
<b>FY 2012 Initial Adjusted Budget</b>		<b>11,497</b>	<b>47.0</b>
Shift: To Local funding per Citywide policy decision	Driver Services Program	-623	0.0
Reduce: Align budget with available resources	Multiple Programs	-2,595	0.0
<b>SPECIAL PURPOSE REVENUE FUNDS: FY 2012 Proposed Budget and FTE</b>		<b>8,280</b>	<b>47.0</b>
<b>INTRA-DISTRICT FUNDS: FY 2011 Approved Budget and FTE</b>		<b>2,697</b>	<b>0.0</b>
Cost Increase: Increase in Memorandum of Understanding funding with Metropolitan Police Department for the ticket processing contract	Adjudication Services	2,532	0.0
<b>FY 2012 Initial Adjusted Budget</b>		<b>5,230</b>	<b>0.0</b>
<b>INTRA-DISTRICT FUNDS: FY 2012 Proposed Budget and FTE</b>		<b>5,230</b>	<b>0.0</b>
<b>Gross for KV0 - Department of Motor Vehicles</b>		<b>38,295</b>	<b>233.0</b>

(Change is calculated by whole numbers and numbers may not add up due to rounding)



## Agency Performance Plan

The agency has the following objectives and performance indicators for their divisions:

### 1. Adjudication Services

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

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

**Objective 3:** Ensure the integrity, security, and safety of DMV's adjudication services.

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## Adjudication Services

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Percentage of mail adjudication hearings completed within 150 days of request <sup>1</sup>	99%	82%	83%	80%	80%	80%
Percentage of adjudication customers whose wait times are 40 minutes or less <sup>2</sup>	87%	87%	82%	80%	80%	80%
Average adjudication customer wait time in minutes <sup>3</sup>	23	30	22.8	35	35	35
Percentage of customers rating Adjudication Services as satisfactory or better	Not Available	80%	87.4%	82%	84%	84%
Percentage of appeals decided based on those filed	48%	50%	47.6%	53%	55%	57%
Percentage of hearing decisions reversed on appeal	18%	30%	21.7%	13%	10%	10%
Percentage of adjudication-related 311 service requests addressed timely	30%	80%	88.0%	83%	85%	85%

## 2. Vehicle Services

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

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

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

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### Vehicle Services

<b>Measure</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Target</b>	<b>FY 2010 Actual</b>	<b>FY 2011 Projection</b>	<b>FY 2012 Projection</b>	<b>FY 2013 Projection</b>
Number of vehicle inspections per staff hour	4.26	4	4.7	4	4	4
Percentage of customers rating Vehicle Services as satisfactory or better	Not Available	83%	83.4%	85%	87%	87%
Percentage of mail and drop box registration renewals processed within 2 business days	Not Available	98%	98.7%	100%	100%	100%
Percentage of registrations renewed online	26%	35%	54.1%	45%	55%	60%
Percentage of dealer transactions processed w/in 7 business days	Not Available	95%	97.0%	98%	100%	100%
Percentage of vehicle related 311 service requests addressed timely	Not Available	85%	85.3%	87%	87%	87%

### 3. Driver Services

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

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

**Objective 3:** Ensure the integrity, security, and safety of DMV's licensing and identification cards.

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## Driver Services

<b>Measure</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Target</b>	<b>FY 2010 Actual</b>	<b>FY 2011 Projection</b>	<b>FY 2012 Projection</b>	<b>FY 2013 Projection</b>
Percentage of service center customers whose wait times are 40 minutes or less <sup>4</sup>	81%	83%	63.3%	80%	80%	80%
Average service center customer wait time in minutes <sup>5</sup>	23	30	34.3	30	30	30
Percentage of customers rating Driver Services as satisfactory or better	Not Available	83%	83.4%	85%	85%	85%
Percentage of licenses renewed online	24%	25%	28.3%	27%	30%	32%
Percentage of ID cards renewed online	4%	5%	8.7%	6%	7%	10%
Percentage of driver related 311 service requests addressed timely	Not Available	85%	75.4%	87%	87%	87%

#### 4. Technology Services

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

**Objective 2:** Ensure the integrity, security, and safety of DMV's registration, licensing and adjudication services and facilities.

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### Technology Services

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Percentage of increase in online driver/vehicle services use	41%	10%	57%	10%	10%	10%

#### 5. Service Integrity

**Objective 1:** Ensure a skilled and diverse workforce for quality customer service.

**Objective 2:** Ensure the integrity, security, and safety of DMV's registration.

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### Service Integrity

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Percentage of employees completing Fraudulent Document Recognition training	Not Available	85%	92.3%	90%	100%	100%

## 6. Agency Management

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

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

**Objective 3:** Ensure the integrity, security, and safety of DMV's registration, licensing and adjudication services and facilities.

### Agency Management

Measure	FY 2009 Actual	FY 2010 Target	FY 2010 Actual	FY 2011 Projection	FY 2012 Projection	FY 2013 Projection
Percentage of increase in online driver/vehicle services use	41%	10%	57%	10%	10%	10%
Percentage of customers rating overall DMV service as satisfactory or better	85%	85%	83.4%	85%	85%	85%
Percentage of organ donors through DMV	33%	35%	39.0%	37%	39%	40%
Percentage of OIG inquiries completed within deadline	Not Available	99%	100%	100%	100%	100%
Percentage of correspondence addressed timely	Not Available	85%	87.3%	87%	89%	90%
Percentage of subgrantee's budget spent on programmatic costs <sup>6</sup>	Not Available	Not Available	Not Available	65%	65%	65%
Percentage of scheduled monitoring reports as defined in agency monitoring plan completed for each grant award <sup>7</sup>	Not Available	Not Available	Not Available	100%	100%	100%

OIG: Office of Inspector General

#### Performance Plan Endnotes:

1. For FY 2010, measure of 150 days reflects increased ticket issuance by MPD, DPW, DDOT, without increase in adjudication staff.
2. Wait time based on Q-matic ticket issued at information desk.
3. Ibid.
4. Wait time based on Q-matic ticket issued at information desk. Wait time is expected to increase in FY11 and FY12 due to additional federal requirements in REAL ID legislation.
5. Ibid.
6. The Wise Giving Alliance of the Better Business Bureau identifies 65 percent to be an industry standard for this measure <http://www.bbb.org/us/Charity-Standards/>. This metric measures all subgrantees' programmatic costs as a percentage of their overall costs.
7. Pursuant to section 11.4 of the Grants Manual and Source Book, all District agencies must complete monitoring reports. All District agencies should be in compliance with this standard. The standard is 100 percent.

