

Department of Motor Vehicles

www.dmv.dc.gov
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Table KV0-1

Description	FY 2019	FY 2020	FY 2021	FY 2022	% Change
	Actual	Actual	Approved	Approved	from FY 2021
OPERATING BUDGET	\$43,773,401	\$42,609,278	\$48,314,953	\$48,889,160	1.2
FTEs	257.3	246.7	269.0	270.0	0.4
CAPITAL BUDGET	\$51,462	\$1,533,388	\$6,450,000	\$6,700,000	3.9
FTEs	0.0	0.0	0.0	0.0	N/A

The mission of the Department of Motor Vehicles (DMV) is to promote the safe operation of motor vehicles and public safety while providing outstanding customer service.

Summary of Services

The DMV provides service to approximately 637,000 licensed drivers and identification card holders (out of a population of over 700,000) and 309,000 registered vehicles at four service centers. DMV conducts adjudication services and collects ticket payments for more than 2.6 million tickets each year. DMV also conducts an estimated 178,000 annual vehicle emission 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.

The agency's FY 2022 approved budget is presented in the following tables:

FY 2022 Approved Gross Funds Operating Budget and FTEs, by Revenue Type

Table KV0-2 contains the approved FY 2022 budget by revenue type compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 actual data.

Table KV0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands						Full-Time Equivalents					
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change*	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change
GENERAL FUND												
Local Funds	28,683	35,749	37,542	38,965	1,423	3.8	206.0	213.6	230.0	231.0	1.0	0.4
Special Purpose												
Revenue Funds	8,431	6,240	10,173	8,986	-1,186	-11.7	38.8	33.1	39.0	39.0	0.0	0.0
TOTAL FOR GENERAL FUND	37,113	41,989	47,715	47,951	236	0.5	244.8	246.7	269.0	270.0	1.0	0.4

Table KV0-2

(dollars in thousands)

Appropriated Fund	Dollars in Thousands							Full-Time Equivalents					
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change*		Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	% Change
FEDERAL RESOURCES													
Federal Grant Funds	0	0	0	330	330	N/A		0.0	0.0	0.0	0.0	0.0	N/A
TOTAL FOR FEDERAL RESOURCES	0	0	0	330	330	N/A		0.0	0.0	0.0	0.0	0.0	N/A
INTRA-DISTRICT FUNDS													
Intra-District Funds	6,660	620	600	608	8	1.4		12.5	0.0	0.0	0.0	0.0	N/A
TOTAL FOR INTRA-DISTRICT FUNDS	6,660	620	600	608	8	1.4		12.5	0.0	0.0	0.0	0.0	N/A
GROSS FUNDS	43,773	42,609	48,315	48,889	574	1.2		257.3	246.7	269.0	270.0	1.0	0.4

*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 2022 Operating Appendices** located on the Office of the Chief Financial Officer's website.

FY 2022 Approved Operating Budget, by Comptroller Source Group

Table KV0-3 contains the approved FY 2022 budget at the Comptroller Source Group (object class) level compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 actual expenditures.

Table KV0-3

(dollars in thousands)

Comptroller Source Group	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Percentage Change*
11 - Regular Pay - Continuing Full Time	16,830	17,793	18,759	18,952	192	1.0
12 - Regular Pay - Other	252	85	101	102	1	0.7
13 - Additional Gross Pay	192	258	106	106	0	0.0
14 - Fringe Benefits - Current Personnel	4,221	4,524	4,845	5,011	167	3.4
15 - Overtime Pay	393	390	145	145	0	0.0
SUBTOTAL PERSONAL SERVICES (PS)	21,889	23,049	23,957	24,316	360	1.5
20 - Supplies and Materials	306	394	307	276	-31	-10.1
30 - Energy, Communication and Building Rentals	211	249	367	303	-64	-17.5
31 - Telecommunications	361	367	360	392	32	8.9
34 - Security Services	1,364	1,059	1,639	1,637	-2	-0.1
35 - Occupancy Fixed Costs	943	758	1,002	1,277	275	27.4
40 - Other Services and Charges	5,640	4,482	6,152	6,282	129	2.1
41 - Contractual Services - Other	12,669	12,015	14,088	13,956	-131	-0.9
50 - Subsidies and Transfers	132	0	0	0	0	N/A
70 - Equipment and Equipment Rental	258	237	444	451	7	1.6
SUBTOTAL NONPERSONAL SERVICES (NPS)	21,885	19,560	24,358	24,573	214	0.9
GROSS FUNDS	43,773	42,609	48,315	48,889	574	1.2

*Percent change is based on whole dollars.

FY 2022 Approved Operating Budget and FTEs, by Division/Program and Activity

Table KV0-4 contains the approved FY 2022 budget by division/program and activity compared to the FY 2021 approved budget. It also provides FY 2019 and FY 2020 actual data. For a more comprehensive explanation of divisions/programs and activities, please see the Division/Program Description section, which follows the table.

Table KV0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021
(1000) AGENCY MANAGEMENT										
(1008) Communications 11	434	528	515	523	8	5.8	5.6	6.0	6.0	0.0
(1010) Personnel	427	328	340	327	-13	2.9	2.8	3.0	3.0	0.0
(1015) Training	107	112	111	111	0	1.0	0.9	1.0	1.0	0.0
(1030) Property Management	2,904	2,415	3,394	3,638	244	0.0	0.0	0.0	0.0	0.0
(1060) Legal Services	313	292	339	354	15	1.9	1.9	2.0	2.0	0.0
(1070) Fleet Management	0	32	0	0	0	0.0	0.0	0.0	0.0	0.0
(1087) Language Access Act	16	0	24	24	0	0.0	0.0	0.0	0.0	0.0
(1090) Performance Management	2,794	3,087	2,967	2,928	-39	18.4	17.6	19.0	20.0	1.0
SUBTOTAL (1000) AGENCY MANAGEMENT	6,994	6,794	7,690	7,905	215	30.0	28.8	31.0	32.0	1.0
(100F) AGENCY FINANCIAL OPERATIONS										
(110F) Budget Operations	291	308	322	323	1	1.9	1.9	2.0	2.0	0.0
(120F) Accounting Operations	435	373	427	425	-2	4.8	4.6	5.0	5.0	0.0
SUBTOTAL (100F) AGENCY FINANCIAL OPERATIONS	726	682	749	749	-1	6.8	6.5	7.0	7.0	0.0
(2000) ADJUDICATION SERVICES PROGRAM										
(2010) Hearings	3,612	3,632	3,638	3,792	155	25.5	24.2	26.0	26.0	0.0
(2020) Hearing Support	1,710	1,816	2,000	1,999	-2	22.7	22.3	24.0	24.0	0.0
(2030) Ticket Processing	9,061	8,678	10,384	9,922	-461	1.0	0.9	1.0	1.0	0.0
SUBTOTAL (2000) ADJUDICATION SERVICES PROGRAM	14,382	14,126	16,022	15,714	-308	49.2	47.4	51.0	51.0	0.0
(3000) VEHICLE SERVICES PROGRAM										
(3010) Inspections	4,118	3,696	5,248	4,994	-254	36.9	31.4	37.0	37.0	0.0
(3020) Registrations	1,923	2,081	2,194	2,403	209	18.4	21.4	23.0	23.0	0.0
(3030) Registrations - Out of State Vehicle	25	12	25	12	-13	0.0	0.0	0.0	0.0	0.0
(3040) International Registration Plan	2,368	1,699	2,360	2,341	-18	2.0	1.7	2.0	2.0	0.0
SUBTOTAL (3000) VEHICLE SERVICES PROGRAM	8,434	7,488	9,826	9,751	-75	57.2	54.4	62.0	62.0	0.0
(4000) DRIVER SERVICES PROGRAM										
(4010) Licensing	8,899	9,451	9,388	9,825	437	102.5	98.4	106.0	106.0	0.0
SUBTOTAL (4000) DRIVER SERVICES PROGRAM	8,899	9,451	9,388	9,825	437	102.5	98.4	106.0	106.0	0.0

Table KV0-4

(dollars in thousands)

Division/Program and Activity	Dollars in Thousands					Full-Time Equivalents				
	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021	Actual FY 2019	Actual FY 2020	Approved FY 2021	Approved FY 2022	Change from FY 2021
(8000) TECHNOLOGY SERVICES PROGRAM										
(1040) Information Technology	4,048	3,791	4,335	4,642	307	10.6	10.2	11.0	11.0	0.0
(8010) Driver and Vehicle Systems	270	256	274	273	-1	1.0	0.9	1.0	1.0	0.0
(8020) Ticket Information Systems	20	20	31	31	0	0.0	0.0	0.0	0.0	0.0
SUBTOTAL (8000) TECHNOLOGY SERVICES PROGRAM	4,338	4,067	4,640	4,946	306	11.6	11.2	12.0	12.0	0.0
TOTAL APPROVED OPERATING BUDGET	43,773	42,609	48,315	48,889	574	257.2	246.7	269.0	270.0	1.0

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

Note: For more detailed information regarding the approved funding for the activities within this agency's programs, please see **Schedule 30-PBB Program Summary by Activity** in the **FY 2022 Operating Appendices** located on the Office of the Chief Financial Officer's website. "No Activity Assigned" indicates budget or actuals that are recorded at the division/program level.

Division Description

The Department of Motor Vehicles (DMV) operates through the following 6 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;

- **Registrations – Out of State Vehicles** – provides registration services for “for hire” vehicles whose owner is based outside of the District; and
- **International Registration Plan** – administers 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.

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** – operates and maintains the automated systems specific to DMV operations support, including wait-queuing, digital photos, and hearing recordings;
- **Driver and Vehicle Systems** – operates and maintains the automated systems providing support for driver and vehicle databases and service functions; and
- **Ticket Information Systems** – operates and maintains 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 performance-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 performance-based budgeting.

Division Structure Change

The Department of Motor Vehicles has no division structure changes in the FY 2022 approved budget.

FY 2021 Approved Budget to FY 2022 Approved Budget, by Revenue Type

Table KV0-5 itemizes the changes by revenue type between the FY 2021 approved budget and the FY 2022 approved budget. For a more comprehensive explanation of changes, please see the FY 2022 Approved Budget Changes section, which follows the table.

Table KV0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
LOCAL FUNDS: FY 2021 Approved Budget and FTE		37,542	230.0
Removal of One-Time Costs	Adjudication Services Program	-3,584	0.0
LOCAL FUNDS: FY 2022 Recurring Budget		33,958	230.0
Increase: To support operational requirements	Multiple Programs	334	0.0
Increase: To align personal services and Fringe Benefits with projected costs	Multiple Programs	185	0.0
Increase: To align Fixed Costs with proposed estimates	Agency Management	76	0.0
Decrease: To align resources with operational spending goals	Multiple Programs	-126	0.0
Decrease: To adjust the Contractual Services budget	Multiple Programs	-236	0.0
Enhance: To support ticket processing contract restoration and other operational requirements (one-time)	Multiple Programs	4,324	0.0

Table KV0-5

(dollars in thousands)

DESCRIPTION	DIVISION/PROGRAM	BUDGET	FTE
Enhance: To support forgiveness of taxi fees (one-time)	Driver Services Program	331	0.0
Enhance: To support an additional FTE	Multiple Programs	119	1.0
LOCAL FUNDS: FY 2022 Mayor's Proposed Budget		38,965	231.0
No Change		0	0.0
LOCAL FUNDS: FY 2022 District's Approved Budget		38,965	231.0
FEDERAL GRANT FUNDS: FY 2021 Approved Budget and FTE		0	0.0
Increase: To align budget with projected grant awards	Technology Services Program	330	0.0
FEDERAL GRANT FUNDS: FY 2022 Mayor's Proposed Budget		330	0.0
No Change		0	0.0
FEDERAL GRANT FUNDS: FY 2022 District's Approved Budget		330	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2021 Approved Budget and FTE		10,173	39.0
Increase: To align personal services and Fringe Benefits with projected costs	Vehicle Services Program	56	0.0
Increase: To align budget with projected revenues	Multiple Programs	6	0.0
Decrease: To align Fixed Costs with proposed estimates	Agency Management	-917	0.0
Reduce: To accommodate anticipated revenue reduction	Vehicle Services Program	-331	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2022 Mayor's Proposed Budget		8,986	39.0
No Change		0	0.0
SPECIAL PURPOSE REVENUE FUNDS: FY 2022 District's Approved Budget		8,986	39.0
INTRA-DISTRICT FUNDS: FY 2021 Approved Budget and FTE		600	0.0
Increase: To align budget with projected revenues	Multiple Programs	8	0.0
INTRA-DISTRICT FUNDS: FY 2022 Mayor's Proposed Budget		608	0.0
No Change		0	0.0
INTRA-DISTRICT FUNDS: FY 2022 District's Approved Budget		608	0.0
GROSS FOR KV0 - DEPARTMENT OF MOTOR VEHICLES		48,889	270.0

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

FY 2022 Approved Operating Budget Changes

Table KV0-6 contains the approved FY 2022 budget by fund compared to the FY 2021 approved budget.

Table KV0-6

Appropriated Fund	FY 2021 Approved	FY 2022 Approved	% Change from FY 2021
Local Funds	\$37,542,378	\$38,964,915	3.8
Federal Grant Funds	\$0	\$329,500	N/A
Special Purpose Revenue Funds	\$10,172,574	\$8,986,450	-11.7
Intra-District Funds	\$600,000	\$608,295	1.4
GROSS FUNDS	\$48,314,953	\$48,889,160	1.2

Recurring Budget

The FY 2022 approved budget for DMV includes a reduction of \$3,584,054 to account for the removal of one-time funding appropriated in FY 2021 for costs related to a ticket processing contract with a third-party vendor.

Mayor's Proposed Budget

Increase: DMV's Local funds budget proposal reflects an increase of \$333,833 across multiple divisions to enable DMV to properly support its operational needs. Another adjustment of \$185,193 across multiple divisions aligns personal services and Fringe Benefits with projected costs. The final adjustment \$75,656 in the Agency Management division to align the budget with the Department of General Services' fixed costs estimates for Occupancy. The budget proposal for Federal Grant funds contains an increase of \$329,500 to support a grant from U.S. Department of Transportation for commercial driver's license program implementation in the Technology Services division.

In Special Purpose Revenue funds (SPR), an increase of \$55,637 in the Vehicle Services division enables DMV to properly fund salary steps and Fringe Benefits. The other adjustment of \$6,307 aligns the budget with projected revenues.

The budget proposal for Intra-District funds includes an increase of \$8,295 primarily in the Driver Services division, to reflect the execution of a Memorandum of Understanding (MOU) agreement with the Department of For Hire Vehicles (DFHV) to enhance the Destiny system to accommodate DFHV-specific ticket processing needs.

Decrease: The Local funds budget proposal contains a decrease of \$125,971 across multiple divisions to align resources with operational spending requirements for cost savings related to Information Technology equipment and supplies. The other adjustment of \$236,459 across multiple divisions to properly align the budget for agency's contractual obligations with projected costs.

In Special Purpose Revenue funds, DMV's budget proposal includes a decrease of \$916,869 in the Vehicle Services division to align the budget with anticipated FY 2022 resources.

Enhance: The budget proposal for DMV contains two one-time enhancements totaling \$4,324,249. Of this amount, there is an increase of \$3,200,000 to the Adjudication Services division to fund projected costs related to DMV's ticket processing contract with a third-party vendor. The other one-time increase of \$1,124,249 is to fully fund security and occupancy costs the Department of General Services (DGS) anticipates for DMV. The proposal includes another one-time funding increase of \$331,200 to the Driver Services program to facilitate DMV's support of the Department of For Hire Vehicles' (DFHV) taxi fees forgiveness initiative. The proposal includes a \$194,361 and 1.0 FTE increase (recurring) in the Agency Management division to support a new position of a Deputy Director who will manage the customer-facing operations of the agency. This increase is partially offset by a \$75,471 increase in vacancy savings; the final net adjustment is \$118,890.

Reduce: In Special Purpose Revenue funds, a reduction of \$331,200 will allow DMV to accommodate an anticipated reduction in revenue related to the DFHV FY 2022 taxi fees forgiveness initiative.

District's Approved Budget

No Change: The Department of Motor Vehicles' budget reflects no change from the Mayor's proposed budget to the District's approved budget.

Agency Performance Plan*

The Department of Motor Vehicles (DMV) has the following strategic objectives for FY 2022:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its mission. These are action-based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objectives

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.

ACTIVITIES

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the budget line items. This is further divided into “daily services” (ex. sanitation disposal), and long-term “key projects” that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have daily services, whereas some agencies that have more of their budget come from capital funding will have several key projects.

1. Provide outstanding customer service. (4 Activities)

Activity Title	Activity Description	Type of Activity
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)

Activity Title	Activity Description	Type of 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 Activities)

Activity Title	Activity Description	Type of 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
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 Activities)

Activity Title	Activity Description	Type of Activity
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

4. Cultivate innovative solutions to improve customer safety. (4 Activities)

Activity Title	Activity Description	Type of Activity
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. (4 Activities)

Activity Title	Activity Description	Type of Activity
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

KEY PERFORMANCE INDICATORS

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome-oriented and should be used to answer the question, “What does the agency need to measure to determine success?”

1. Provide outstanding customer service. (9 Measures)

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Average adjudication customer wait time in minutes	No	10	13	5.8	13	13
Average service center customer wait time in minutes	No	29	30	14.5	30	30
Percent of correspondence addressed within citywide standard of 15 days.	No	90.3%	95%	98.4%	95%	95%
Percent of customers rating Adjudication Services as satisfactory or better	No	96.2%	91%	95.2%	91%	91%
Percent of customers rating Driver Services as satisfactory or better.	No	89.9%	85%	92.9%	85%	85%
Percent of customers rating Vehicle Services as satisfactory or better.	No	95%	92%	95.4%	92%	92%
Percent of customers rating overall DMV service as satisfactory or better.	No	90.9%	85%	93.1%	85%	85%
Percent of mail adjudication hearings for parking and moving	No	70.4%	70%	63.7%	70%	70%

1. Provide outstanding customer service. (9 Measures)

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
violations completed within 90 days of request						
Percent of mail adjudication hearings for photo violations completed within 150 days of request	No	76.9%	75%	56.4%	75%	75%

2. Develop and retain a skilled and diverse workforce. (2 Measures)

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of employees attending annual customer service training.	No	98.3%	94%	96.8%	94%	94%
Percent of employees rating DMV as satisfactory or better, overall.	No	63.6%	50%	57.5%	50%	50%

3. Protect and secure DMV data and processes. (1 Measure)

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of biometric facial recognition cleared within 45 days	No	100%	97%	100%	97%	97%

4. Cultivate innovative solutions to improve customer safety. (1 Measure)

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of customers reached from safety education	No	100%	80%	100%	80%	80%

5. Optimize processes and systems as technology evolves. (4 Measures)

Measure	New Measure/ Benchmark Year	FY 2019 Actual	FY 2020 Target	FY 2020 Actual	FY 2021 Target	FY 2022 Target
Percent of ID cards renewed online	No	5.1%	2%	13.9%	2%	2%
Percent of licenses renewed online	No	13.6%	10%	23.7%	10%	10%
Percent of organ donor designees through DMV	No	41.3%	40%	42.1%	40%	40%
Percent of registrations renewed online	No	75.5%	72%	83%	72%	72%

WORKLOAD MEASURES

Workload Measures, also called inputs or outputs, quantify an activity, effort or process that is necessary to make progress towards the Strategic Objectives. They help answer the question; "How much are we doing?"

1. Title and register vehicles

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of vehicle registrations issued	No	257,509	255,013	213,844

2. Provide general and administrative support

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of customers reached	No	New in 2019	26,893	29,332
Number of employees	No	265	266	249
Percent of employees trained on customer service	No	93.7%	98.3%	96.8%

3. Adjudicate parking, moving and photo enforcement tickets

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Percent of moving tickets adjudicated	No	41.3%	26.5%	52.6%
Percent of parking tickets adjudicated	No	14%	18.2%	14.5%
Percent of photo tickets adjudicated	No	10.3%	4.3%	14.4%

4. Issue driver licenses and identification cards

Measure	New Measure/ Benchmark Year	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
Number of driver licenses issued	No	134,204	148,270	111,525
Number of identification cards issued	No	44,532	46,142	26,672

Performance Plan Endnotes:

*For more information about the structure and components of FY 2022 draft performance plans, please see the FY 2022 Approved Budget and Financial Plan, Volume 1, Appendix E.

**Key performance indicators that are new may not have historical data and may only have FY 2022 targets.

***To view the final versions of agency FY 2022 performance plans when they become available in December 2021, see the OCA website at <https://oca.dc.gov/>.