

# (KV0) Department of Motor Vehicles FY 2017 Draft Annual Performance Plan\*

Department of Motor Vehicles has the following strategic objectives for FY 2017:

## 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.

Objective Number	Strategic Objective
1	Make it easier, faster and friendlier to do business with DMV.
2	Ensure a skilled and diverse workforce for quality customer service.
3	Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations.
4	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 linen 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 are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
<b>1 - Make it easier, faster and friendlier to do business with DMV. (4 Activities)</b>		
Licensing	Issue driver licenses and identification cards	Daily Service
Hearings	Adjudicate parking, moving and photo enforcement tickets	Daily Service
Inspections	Inspect vehicles for emissions and safety	Daily Service
Registrations	Title and register vehicles	Daily Service
<b>2 - Ensure a skilled and diverse workforce for quality customer service. (1 Activity)</b>		
Training	Provide customer service training	Daily Service
<b>3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (2 Activities)</b>		
Information Technology	New Ticket Processing System	Key Project
Information Technology	New licensing and registration system	Key Project

## 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?”

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
<b>1 - Make it easier, faster and friendlier to do business with DMV. (5 Measures)</b>						
Percent of mail adjudication hearings for parking and moving violations completed within 90 days of request		97%	71%	80%	80%	85%
Percent of mail adjudication hearings for photo violations completed within 150 days of request		46%	99%	75%	75%	80%
Average adjudication customer wait time in minutes		13	11	25	25	20
Average service center customer wait time in minutes		27	25	35	35	30
Average cost per license/ID issued		Not available	Not available	Not available	\$39.39	\$39.39
<b>2 - Ensure a skilled and diverse workforce for quality customer service. (4 Measures)</b>						
Percent of customers rating Adjudication Services as satisfactory or better		94%	96%	84%	84%	88%
Percent of customers rating Vehicle Services as satisfactory or better		93%	94%	87%	87%	90%
Percent of customers rating Driver Services as satisfactory or better		84%	84%	85%	85%	85%
Percent of customers rating overall DMV service as satisfactory or better		85%	86%	85%	85%	85%
<b>3 - Ensure the integrity, security and safety of DMV's in-person, by mail and online processes and operations. (4 Measures)</b>						
Percent usage of main online driver/vehicle services transactions		68%	69%	50%	50%	60%

Percent of registrations renewed online		70%	72%	66%	66%	67%
Percent of licenses renewed online		7%	1%	0%	0%	0%
Percent of ID cards renewed online		3%	0%	0%	0%	0%
<b>4 - Create and maintain a highly efficient, transparent and responsive District government.** (10 Measures)</b>						
Percent of correspondence addressed within citywide standard of 15 days		98%	97%	95%	95%	95%
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016				
Contracts/Procurement-Contracts lapsed into retroactive status	X	Forthcoming October 2016				
Budget- Local funds unspent	X	Forthcoming October 2016				
Budget- Federal Funds returned	X	Forthcoming October 2016				
Customer Service-Meeting Service Level Agreements	X	Forthcoming October 2016				
Human Resources-Vacancy Rate	X	Forthcoming October 2016				
Human Resources-Employee District residency	X	Forthcoming October 2016				
Human Resources-Employee Onboard Time	X	Forthcoming October 2016				
Performance Management-Employee Performance Plan Completion	X	Forthcoming October 2016				

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**Performance Plan End Notes:**

\*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

\*\*\*"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

\*\*\*Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.