

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES**



Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Department of Motor Vehicles (“DC DMV”) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor’s Order 2014-170, this report addresses the following topics: Transparency, Public Engagement and Participation, and Collaboration.

1) Transparency

The DC DMV’s mission is to promote public safety by ensuring the safe operation of motor vehicles. DC DMV is committed to establishing and maintaining a system of transparency that increases the public’s confidence in their government. To achieve this commitment, DC DMV has taken a number of steps to be more transparent, which include, but are not limited to, the following:

- DC DMV primarily shares information with the public through its website at www.dmv.dc.gov, which includes more than 700 pages of information related to services provided under its three operational program divisions: Adjudication Services, Driver Services, and Vehicle Services. Additionally, DC DMV proactively releases data related to ticket issuance and adjudication, revenue, etc. via annual reports, press releases, driver statistics, links to the D.C official code and municipal regulations, and ticket hearing dispositions.
- DC DMV offers more than 40 services that can be completed online or through the mail. By using these services, customers can "skip the trip" to our service center and conduct DMV business wherever and whenever they choose. Most online services are available from 6 am to 12 am, seven days a week. However, services such as vehicle inspection appointment scheduling, is available 24 hours per day.
- DC DMV provides customers with access to a host of online forms/applications from vehicle registration, tag, and title applications to license/identification, legal, and medical forms, which can all be downloaded directly from the DC DMV website. In addition to forms that customers need to complete their transactions, DC DMV provides informational brochures that explain department policies and procedures. Some of the more recent brochures include: central issuance of driver licenses and identification cards and REAL ID and Limited Purpose credentials.
- DC DMV Service Center Waiting Area webcams are available on the DC DMV website and allow customers to view service center waiting areas prior to visiting a service

center from any internet accessible device. Images refresh every 15-30 seconds during normal business hours.

- For information that cannot be found on the DC DMV Website, the agency encourages the public to submit a Freedom of Information Act (FOIA) request for documents via the DC Government Public FOIA Portal at <https://foia-dc.gov/palMain.aspx>. Requests may also be submitted by mail or fax. Additionally, DC DMV has a dedicated FOIA Officer, who serves as the principal point of contact within DC DMV for advice and policy guidance on matters pertaining to the administration of the FOIA.
- The DC DMV is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DC DMV is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

The DC DMV continuously seeks to create innovative ways to enhance or expand opportunities for the public to engage with agency personnel. These steps include, but are not limited to, the following:

- The DC DMV shares important information and resources to keep the public informed through a number of traditional communication mediums, such as community and ANC listservs and meetings, as well as, social media communications vehicles. Twitter and Facebook is the most common way that customers communicate with the DC DMV. The agency's Twitter (@dcdmv) and Facebook (@DC Department of Motor Vehicles) accounts are monitored Monday – Friday from 8am-5pm. The agency sends out a minimum of five tweets per day and those same tweets are posted to Facebook such that the two are sharing the same information simultaneously.

Customers have the ability to describe their experience(s) through grade.dc.gov. This program enables the public to submit comments/feedback. The goal is to help the DC DMV to improve the quality of its services. Additionally, through the DC DMV's Customer Service Survey Program, comment cards are used at each service center for customers to provide important feedback regarding their experience at the DC DMV. Most surveys are completed anonymously; however, occasionally, customers may provide contact information and request a follow-up. In those instances, a DC DMV representative will reach out to the customer regarding the issue. The program is designed primarily to measure customer satisfaction and

provide a forum for customers to evaluate their experience and make recommendations.

- The DC DMV announced the launch of *The Parent's Supervised Driving Program*, an innovative new program sponsored by Ford Motor Company and State Farm Insurance that is designed to assist teens in becoming safe and responsible drivers. The curriculum provides parents and guardians with a simple, easy to follow plan. This free tool optimizes the 50 hours of parental supervised driving required for the approximately 5,000 District of Columbia teens seeking learner permits each year.
- On May 1, 2014, the DC DMV began issuing a REAL ID Credential and a Limited Purpose Credential. FAQ's, a Step-by-Step Process Guide, and a List of Acceptable Documents brochure was developed and made available to customers by mail, online, and distributed at each service center. DC DMV Administrators attended Advisory Neighborhood Council (ANC) meetings and community forums to engage and inform residents of the new process, and answer questions.
- The DC DMV launched its Online Medical Referral Process. Through this process, concerned relatives, medical professionals, members of law enforcement and motor vehicle administrations have a formal process to report drivers whom they feel are unsafe drivers due to a medical, mental or vision condition.
- On a monthly basis, the DC DMV distributes an e-newsletter to more than 300,000 subscribers. The newsletter contains information about online services, DC DMV policies and programs, and holiday closings.

3) **Collaboration**

DC DMV continues to take steps to enhance or expand cooperation among local and federal agencies, the public, and non-profit and private entities in fulfilling its obligations. Many of these initiatives include, but are not limited to, the following:

- In support of a federal initiative, DC DMV implemented a program that waives the commercial driver license skills test for eligible former military service members. The requirements include that the person be presently licensed; was employed within the last 90 days in a military position requiring the operation of a commercial motor vehicle; and was operating a vehicle representative of the commercial motor vehicle the applicant operates or expects to operate, for at least the two (2) years immediately preceding discharge from the military.
- The Ex-Offender Program provides that DC residents released from prison within the last six (6) months may obtain an identification card free of charge by submitting an authorized letter from the DC Department of Corrections (DC DOC), Court Services & Offender Supervision Agency (CSOSA) or DC Parole and Probation Agency.

- On a monthly basis, representatives from the DC DMV Adjudication Services and General Counsel's office attend an interagency meeting with the Department of Public Works (DPW), District Department of Transportation (DDOT), Metropolitan Police Department (MPD), and Office of Unified Communications (OUC) to address mutual concerns regarding operations, policy, legislative changes, communication, and customer service as it relates to ticketing and adjudication.
- Representatives from Adjudication Services partner with the Court Services and Offender Supervision Agency (CSOSA) to present information at its annual meeting regarding driver license suspension, revocation, and reinstatement as a result of DUI charges and other DMV driver license initiatives.
- DC DMV offers assistance to members of the DC Superior Court defense bar with creating presentation materials regarding DMV consequences of traffic convictions, non-driving related drug convictions, and CDL violations.