DC DMV
DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES

DEPARTMENT OF MOTOR VEHICLES
STRATEGIC PLAN
2017 - 2022

VISION

To be the leader in innovation and technology

MISSION

To promote the safe operation of motor vehicles and public safety, while providing outstanding customer service.

CORE VALUES

DEDICATION
RESPECT
INTEGRITY
VISIONARY
EFFICIENT

CORE FUNCTIONS & ADMINISTRATIONS

Adjudication Services

Provide ticket processing, noticing, 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.

Vehicle Services

Provide certification and inspection services to residents, businesses, and government entities, so they may legally park, drive, and sell their vehicles in the District of Columbia.

Driver Services

Provide 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.

Technology Services

Provide integrated and reliable information systems for all DMV services and comply with District-wide technology standards and requirements.

Agency Management

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.

YOU MAY BE SURPRISED TO KNOW

- DMV does not ticket, boot, or tow vehicles
- DMV.org is not the official website of the DC DMV; it is dmv.dc.gov
- Money & fees do not go to DMV. They go to the DC general fund
- Residential Parking Permits (RPP) and Disability Placards are issued on behalf of DDOT

GOAL

PROVIDE OUTSTANDING CUSTOMER SERVICE

STRATEGIES

- Communicate DMV's services and successes
- Enhance customer experience by offering convenient, innovative services

GOAL

DEVELOP AND RETAIN A SKILLED & DIVERSE WORKFORCE

STRATEGIES

- Educate workforce continuously
- Use best practices in recruiting and hiring processes
- Enhance our workforce and succession plan
- Provide employees with tools to do their jobs

GOAL

PROTECT & SECURE DMV & PROCESSES

STRATEGIES

- Provide fraud prevention measures
- Enhance safeguards to protect customer information

GOAL

CULTIVATE INNOVATIVE SOLUTIONS TO IMPROVE CUSTOMER SAFETY

STRATEGIES

- Promote Vision Zero
- Partner with other agencies to increase safety awareness

GOAL

OPTIMIZE PROCESSES & SYSTEMS AS TECHNOLOGY EVOLVES

STRATEGIES

- Document systems and business processes
- Modernize DMV systems

District of Columbia
Department of Motor Vehicles

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