

Increasing Value for Customers Embrace It!

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Virginia DMV Commissioner
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Been There – Done That



- Organ and tissue donor information
- Motor voter

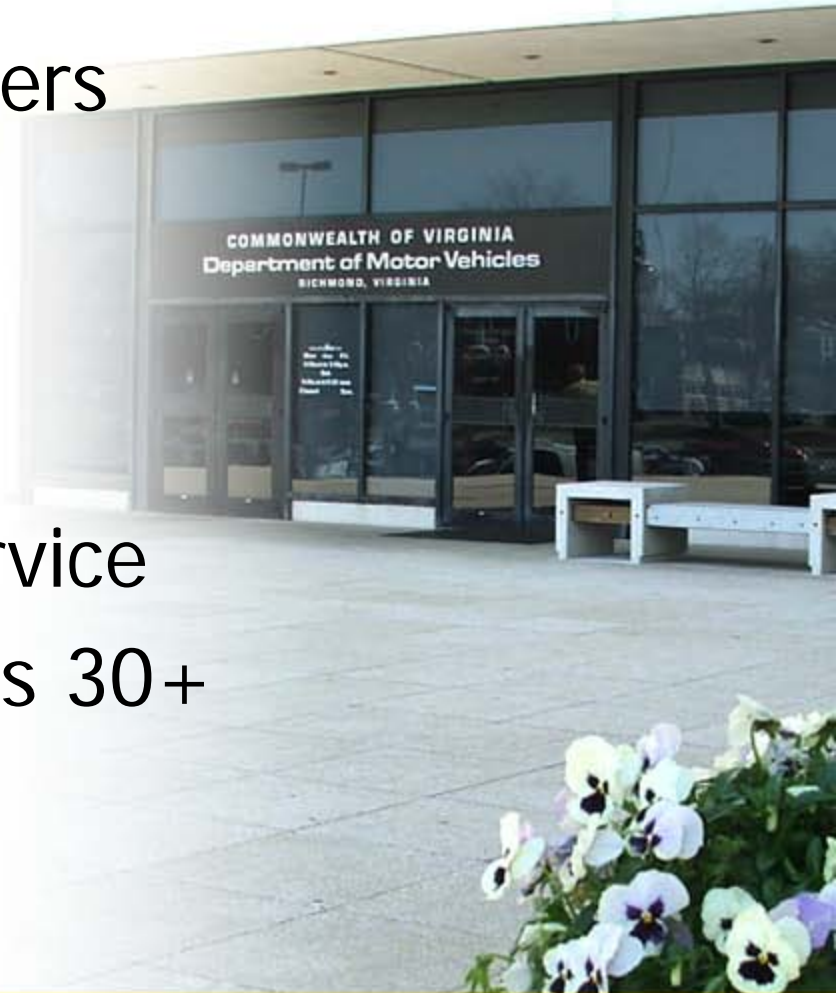
Why?

- Put programs where people are
- Nearly everyone interacts with DMV

Virginia DMV Service Outlets



- 75 customer service centers
- 5 mobile offices
- 57 DMV Select partners
- 3 call centers
- Automated telephone service
- www.dmvNOW.com offers 30+ transactions



New Services – Added Value



- Identity Theft Passports applications
- Amber and senior alerts
- EZ Pass access
- Virginia 4-1-1 service
- Flu shot clinics
- VIN etching events
- Child safety seat inspections

Hunting and Fishing Licenses



- Partnership with Department of Game and Inland Fisheries (DGIF)
- Licenses available at all DMV customer service centers, mobile offices and 29 DMV Selects
- Boat and trailer registrations at DMV and DGIF



Veterans ID Card



- Partnership with Department of Veterans Services
- Unique card indicates status for retail and restaurant discounts
- Available through DMV customer service centers, mobile offices and website
- More than 40,000 issued since May 2012



Vital Records



- Partnership with Virginia Department of Health (VDH)
- Use Electronic Verification of Vital Events (EVVE) to certify birth records in 31 participating U.S. jurisdictions
- More than 7,100 issued since April 4, 2012
- Accept applications for birth certificates; forward to VDH for processing



Vital Records



- March 1, 2014, DMV to issue birth certificates over the counter
- January 1, 2015, DMV to issue death certificates, marriage and divorce records



Building Support



- Vital records project stemmed from over-reaching legislation
- Collaborated with lawmaker and VDH to amend the bill
- Ongoing emphasis on partnership and communication

Funding



- Legislation allows DMV discretion to assess \$2 fee for each transaction for other agencies
- Vital records concession – offered to forward fees collected to VDH
- Priority initiative to improve DMV service and reduce repeat customer visits

Potential Future Partnerships



- Supreme Court of Virginia
 - DMV to collect outstanding court costs and fines
 - Customer successful on first visit
- Treasury Department
 - DMV to notify customer of unclaimed property
 - Customer happy with DMV!

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