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!
Richard D. Holcomb
Virginia DMV Commissioner
Richard.Holcomb@dmv.virginia.gov
(804) 367-6606