Mission/Purpose
Superior Service, Secure Credentials, Saving Lives

Core Functions
Collect revenue, issue credentials, enforce transportation and tax laws, provide highway safety services, manage and disseminate data, serve as a portal to other government agencies and services, and inform customers.

Additional services offered by DMV include issuance of birth certificates and marriage, divorce and death records, hunting and fishing licenses and boat registrations, and E-ZPass toll transponders.

Customer Base
Virginia has 5,912,048 active licensed drivers. This includes 5,703,323 regular licenses and 208,725 commercial driver’s licenses.

397,159 ID card holders

8,101,136 active registered vehicles

In addition, DMV serves motor carrier operators, driver training and improvement clinics, motor vehicle dealers and sales persons, safety grant recipients, and fuels and car rental tax licensees.

Service Outlets
DMV operates 74 full-service customer service centers (CSCs), 13 fixed, 12 mobile, and 1 satellite motor carrier service centers (MCSCs or “weigh stations”), and brings service directly to customers statewide through a fleet of 5 DMV 2 Go mobile customer service centers and 5 DMV Connect teams.

In addition, DMV offers more than 40 services on the Internet at www.dmvNOW.com. Customers also receive services over the phone, through the mail, and from 49 DMV Select agents, local governments and private businesses around the Commonwealth that contract with DMV to provide a limited range of vehicle-related services.

Revenue
In FY16, DMV collected $2.6 billion in revenue for the Commonwealth, the majority of which is transferred to VDOT for highway maintenance.

Major Revenue Sources
Vehicle registration fees, vehicle titling fees, driver’s license fees, informational product fees, reinstatement fees, personalized and special plate fees, motor fuels taxes, and rental taxes.

Budget
DMV’s operating expenses were $237 million in FY16, which means that the agency generated over $10 for every $1 spent. DMV has 1,864 classified employees and 216 full-time wage employees.

Cost Savings
Over the past six years, DMV has cut costs to generate savings totaling over $18 million.

Points of Contact

<table>
<thead>
<tr>
<th>Richard D. Holcomb, Commissioner</th>
<th>Vivian Cheatham, Executive Assistant</th>
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<tbody>
<tr>
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<tr>
<td></td>
<td>(804)367-6606</td>
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Virginia DMV’s brick and mortar offices are organized into eight districts. The Newport News CSC is part of the Richmond District which includes 4 other CSCs.

In FY15, DMV’s full-service offices processed:

- **over 2.1 million** (2,128,846) driver transactions
- **over 3.6 million** (3,682,436) vehicle transactions

**Facility Information**

- Leased facility
- 7,357 square feet
- 11 service windows and 2 information windows

**Operating Hours**

- Monday-Friday 8:00am to 5:00pm
- Saturday: 8:00am to 12:00pm

**Staffing**

- 15 Full-time
- 4 Part-time

**Special Services**

- E-ZPass Full Service
- Motorcycle Testing
- DMV2Go Mobile Unit
- Law Enforcement office

**Calendar Year 2016 Statistics**

- Total Customers: 84,560
- Avg. Time Spent Serving Each Customer: 9:50 minutes
- Rank Based on Customers: 22 (out of 75 offices)
DMV Partnerships – Becoming a Government Center

Through the power of partnerships and technology, Virginians are accessing more government services through an increasing number of Department of Motor Vehicles (DMV) channels than in the Commonwealth’s history. Military personnel and veterans, disabled Virginians, busy residents in rural and urban communities, college students, truckers, corporations, business partners, and incarcerated individuals nearing release – all DMV customers are receiving customized convenient service. During tough fiscal times, the national trend for motor vehicle agencies has been to reduce hours, staff and services. DMV is doing the opposite by securing partnerships with other government service providers to offer a broader array of convenient services.

- **Game and Inland Fisheries**
  In January 2012, DMV and the Virginia Department of Game and Inland Fisheries (DGIF) joined forces so that customers can register boats and boat trailers and purchase hunting and fishing licenses in one trip to either agency. The partnership has expanded to almost half of Virginia’s 52 DMV Select locations, which are local governments and private entities that conduct primarily vehicle transactions. DMV has sold more than 21,700 hunting and fishing licenses and temporary boat registrations and taken in more than 41,100 boat titles and registration applications from customers. DGIF has processed over 5,500 boat trailer titles and registrations on behalf of DMV since program inception.

- **Vital Records**
  Since March 1, 2014, Virginia DMV customers have been able to apply for and purchase Virginia birth certificates from all DMV customer service centers (CSCs) and mobile offices. This initiative is a partnership with the Virginia Department of Health, Division of Vital Records, and was created by 2013 legislation. On September 21st, 2015, the partnership expanded to include DMV’s issuance of all other certificates types: death, marriage and divorce certificates. Previously, all vital records held in the state’s capital city, Richmond, were available only in one Richmond office or through the mail. Customers living in remote parts of the state would need to drive hours to instantly obtain their vital record documents or wait weeks for delivery through the mail.

This new convenient customer service innovation gives Virginians in every part of the state more opportunity to access vital records, a key piece of an individual’s identity and a necessity in obtaining other documents and services.

As of June 1st, 2016, DMV has processed more than 263,000 birth certificates since implementation. DMV has processed over 7,000 marriage, death and divorce certificates since September.

- **E-ZPass**
  DMV has partnered with the Virginia Department of Transportation (VDOT) to offer customers the convenience of purchasing E-ZPass toll transponders in selected CSCs across the state. DMV rolled out E-ZPass issuance in our Tidewater and Central Virginia offices in February 2014 and in our northern Virginia offices in summer 2014. DMV now issues E-ZPass in a total of 33 CSCs plus all five mobile offices (38 outlets total). In addition, now seven DMV Selects are selling the E-ZPass On-the-Go transponders.

As of June 1st, 2016, DMV has issued over 38,000 transponders (over 26,000 regular transponders and more than 12,000 Flex transponders used for the HOT lanes), which includes the DMV Select volumes.
On December 1, 2015, DMV began offering full service E-ZPass account management at two locations, the Gloucester and Newport News customer service centers. At the two sites, customer can pay on their accounts, pay toll-violations, buy new transponders and open new accounts, and update their existing accounts. Implementation of these full service offerings at DMV enabled VDOT to close an E-ZPass office, thereby, saving the Commonwealth overhead costs. DMV will roll out expanded E-ZPass services in several other offices in 2016-17, and the next locations will be located in Richmond, Chesterfield, Fairfax/Westfields and Woodbridge.

- **Electronic Verification of Vital Events (EVVE)**
  In partnership with the National Association of Public Health Statistics Information Systems (NAPHSIS) and the Virginia Department of Health (VDH), DMV implemented a service to electronically access vital records information to certify and verify customer birth records.

  By accessing the Electronic Verification of Vital Events (EVVE) system, developed by NAPHSIS, DMV is able to certify birth records for customers born in one of the 39 participating states. With the implementation in April 2013, Virginia DMV became the first DMV in the nation to use EVVE for certification of birth records. This system allows DMV to immediately help customers who need birth certificates to complete their DMV business. To date, DMV has conducted more than 25,500 electronic certifications and verifications through EVVE. DMV will be expanding EVVE to our online driver transactions summer 2016.

- **Future Partnerships**
  DMV is exploring several additional future partnerships to further expand the array of government services offered to customers:
  
  - **Court Fines and Costs** – Legislation passed by the Virginia General Assembly in 2015 will allow DMV to collect delinquent court fines and costs on behalf of courts that have placed a suspension on the customer’s driving record. The goal is to provide the customer with the opportunity to comply in full with suspension-related fines, thereby lifting the suspension and allowing the customer to complete their DMV business. We are actively working to develop the business and IT requirements for this partnership.
  
  - **State Park Passes** – DMV is working with the Department of Conservation and Recreation to offer customers the opportunity to purchase annual state park passes when renewing their vehicle registrations online via our website or mobile app. In a later phase, customers may be able to purchase park passes in DMV customer service centers or mobile offices.

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DMV 2 GO MOBILE FLEET

Mission
DMV’s mobile customer service center program, called DMV 2 Go, is designed to serve DMV customers at a time, place, and method convenient to them. The handicapped-accessible DMV 2 Go mobile offices provide full DMV services and can reach the most remote areas of the state to serve customers with unique circumstances or special needs.

DMV 2 Go visits businesses, university and college campuses, government complexes, assisted living facilities and retirement communities, and military bases. It provides a service alternative for DMV customers who want to conduct their business in person but may not live close to a full-service customer service center (CSC). What’s unique about DMV 2 Go is that the customer service centers on wheels can also accommodate night and weekend hours and are ready in times of emergency.

History
In the late 1990’s, DMV had five mobile offices that traveled to provide services throughout Virginia. The units were sold after state budget reductions in 2002, but DMV has rebuilt the program by acquiring and renovating used vehicles.

In August 2010, DMV assumed ownership of a 32-foot RV originally purchased and used by the Virginia Department of Health (VDH) until about eight years ago. VDH gave the unused RV to DMV. DMV solicited bids to economically recycle and refurbish the unit into a modern DMV on wheels. DMV has since expanded its fleet to include a total of five refurbished mobile units.

Service Areas
Strategically based in different parts of Virginia, the mobile offices serve regional locations. DMV 2 Go staff partners with contractual agents (DMV Selects) and other business partners to schedule dates for DMV 2 Go visits. Upon scheduling set dates, DMV provides the host location with electronic flyers to promote the upcoming service. The host location can customize the flyer and distribute it electronically or in print. In addition, DMV issues news releases to local media announcing the scheduled service date and locations. DMV also publishes on its website a calendar of scheduled DMV 2 Go visits.

Technology
DMV 2 Go is equipped with the latest wireless technology to accomplish the needed connection to DMV’s computer systems. The wireless handicapped-accessible mobile offices reach the most remote areas of the state. The wireless capability allows the units to provide secure service at virtually any location from a busy government center in Northern Virginia to rural communities in Southwest Virginia. Additionally, customers can search for other state services through a wireless Virginia Internet portal on the mobile office.
Making a Difference

The popularity of DMV 2 Go has exceeded expectations, allowing DMV to expand the program in a very short timeframe. The mobile offices have traveled across Virginia serving thousands of customers, but more than that, DMV 2 Go is making a difference in people’s lives.

This fleet of mobile offices can go directly to citizens of the Commonwealth to assist after disaster strikes and important credentials are lost or destroyed.

DMV 2 Go has helped customers impacted by destructive storms such as tornadoes and hurricanes. For example, DMV 2 Go served an elderly woman who had lost everything but the clothes on her back and her dog. DMV 2 Go was able to get her the title for her storm-damaged vehicle so she could turn it over to the insurance company and get the new car she needed. The DMV 2 Go team also worked with the FBI to assist with a child abduction case.

In addition, when an F-18 crashed into an apartment building in Virginia Beach, we deployed one of our mobile offices, allowing the citizens to focus on more important things than having to worry about getting to a DMV CSC to replace identity credentials or titles.

Another unique example of DMV 2 Go’s capabilities occurred when we had to close one of our brick and mortar customer service centers after lightning struck. DMV 2 Go was called in to ensure that customer service was not interrupted.

In 2012, DMV 2 Go was awarded the Virginia Governor’s Award for Outstanding Customer Service.

Business Development

DMV 2 Go strengthens economic development in Virginia. These mobile offices provide DMV services to businesses new to Virginia by visiting business campuses and processing driver, vehicle and other DMV transactions for employees re-locating into Virginia. When Northrop Grumman relocated employees to northern Virginia, DMV 2 Go made the transition easier for Northrop Grumman employees by deploying to the workplace and providing DMV services.

DMV 2 Go also partners with businesses throughout the Commonwealth on a bi-monthly and quarterly basis to provide DMV services to large corporations such as Geico Insurance Services, Verizon Telecommunications, Philip Morris USA Manufacturing Center, and many more. DMV has found that businesses and their employees welcome DMV 2 Go services and are exceptionally grateful to the partnership which helps bring DMV services to the workplace. DMV 2 Go provides a tailored DMV customer service experience to our business partners and to the citizens of the Commonwealth. To date, DMV 2 Go units have visited every county and city in the Commonwealth.
DMV Connect began as a partnership between the Department of Corrections and Department of Motor Vehicles (DMV) as a way to put a Virginia Identification Card (ID) in the hands of offenders nearing release from state correctional facilities. This was done to provide an important first step to inmate re-entry for obtaining a job, a place to live, and all of the other benefits state identification provides.

This program began at Deep Meadow Correctional Center in May of 2012 and, over the course of three phases, grew to include a partnership with every state correctional facility. DMV Connect then expanded in mid-2013 to the Norfolk Sheriff’s Office. Presently it provides IDs at both federal correctional centers in Virginia, over a dozen sheriff’s offices, several regional jails, and Department of Juvenile Justice locations across the state with plans for further expansion.

DMV Connect’s partnership with DMV’s Driver License Quality Assurance team and Petersburg Federal Correctional Center provides additional opportunities for inmates nearing re-entry.

Through DMV Connect, inmates can securely take the commercial driver’s license (CDL) knowledge test in the correctional center, rather than having to visit DMV. Once an offender has his CDL learner’s permit, he can then take the on-road portion of the test at DMV’s Chester DLQA site. If he passes, he’ll receive a CDL which can help him obtain high-paying employment after release.

The goal of DMV Connect is to reach the citizens of Virginia who may find difficulty accessing a customer service center or mobile office. Beginning with the Northern Virginia Training Center, a facility serving disabled individuals, DMV Connect is now seeking to bring DMV service to more Virginia citizens. The DMV Connect team has visited several assisted living facilities, nursing homes, homeless shelters, rehabilitation centers, community centers, resource fairs, veteran’s events, and Tangier Island.

The DMV Connect team seeks to give access for identification and other DMV services to every Virginian while following the policies and procedures outlined by DMV. They have also added the ability to process titles, registration, and other DMV transactions. The program was recently presented with the 2014 State Transformation in Action Recognition (STAR) award by the Southern Legislative Conference in Little Rock, Arkansas. DMV Connect, to date, has issued more than 16,000 credentials around the Commonwealth.

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On Base Customer Service Centers
Through DMV customer service centers (CSC) on military bases, the Commonwealth can better serve the unique needs of Virginia’s active duty military personnel, veterans, families, and installation support staff. DMV opened its 75th brick and mortar CSC on Fort Lee in October 2012 and has had a satellite office in the Pentagon since the 1970s. DMV is now working with Naval Station Norfolk to open a full-service CSC on that base as well.

DMV 2 Go Mobile Office Visits
Serving customers in every county in the state, more than 10 percent of routine DMV 2 Go stops are locations convenient for military members, veterans, and their families. Sites include military installations, VA hospitals, VFWs, veterans’ benefits offices, and special events. DMV 2 Go visits many of these locations on a routine monthly, bi-monthly or quarterly schedule. During these visits, DMV staff assists these customers with services specific to them, including obtaining a Virginia Veterans ID card, registering for one of 30 military-themed license plates, and accepting and processing certificates of disability, which allow veterans to apply for a registration fee exemption.

In addition, DMV 2 Go holds special events for deploying units, most recently serving the Virginia National Guard’s Lynchburg-based 1st Battalion, 116th Infantry Regiment, 116th Infantry Brigade Combat Team as they prepared for deployment to Southeast Asia in support of ongoing overseas contingency operations.

Virginia Veterans ID Card
DMV has issued more than 80,000 Virginia Veterans ID cards. The cards are a mechanism for businesses to quickly identify veterans and help them obtain discounts and other commercial benefits. Additionally, DMV provides the Virginia Department of Veterans Services (DVS) with a list of veteran ID card holders to ensure these Virginians have needed DVS information. Veterans ID cards are not intended to be used as official identification; however, the Virginia Department of Elections has approved the Virginia Veterans ID card for use at voting polls.

Homeless Veterans
An official state-issued card is a necessity in many every day transactions. One of the items that each individual who applies for an ID card must verify is their residence. Tragically, many who have served our nation have been unable to provide an address because of homelessness. DMV currently has agreements with 165 homeless shelters that are able to act on behalf of long-term residents for the purpose of residence verification. DMV is finalizing processes that will assist homeless veterans who utilize the services of Virginia’s three veterans’ hospitals.

Troops to Trucks℠
Virginia leads the way on addressing barriers faced by transitioning military seeking employment in the transportation industry. Through its Troops to Trucks℠ program, DMV collaborates with the military and transportation-related businesses to put servicemen and women to work.

DMV Troops to Trucks℠ allows for the waiver of CDL skills testing for service men and women with appropriate experience operating large vehicles as a part of their duties. To allow more retiring veterans the ability to take advantage of this program, DMV successfully petitioned the Federal Motor Carrier Safety Administration (FMCSA) to allow DMV to lengthen the timeline for waiver eligibility to one year from discharge. The approved petition took effect nationwide on July 8, 2014.
Additionally, through partnerships with military bases certified as third-party testers, service men and women without large vehicle experience may obtain on-base training and testing.

Virginia DMV was also the first in the nation to have 100 percent of driver’s license quality assurance staff trained and certified to administer a federal skills performance evaluation (SPE) to offer drivers with a missing or impaired limb, who are otherwise qualified, an opportunity to obtain an SPE certificate which enables them to operate a commercial motor vehicle in interstate commerce.

Finally, partnering with the Virginia Trucking Association, Virginia Motor Coach Association, Virginia Pupil Transportation Association, and VDOT, DMV assists in matching employers with prospective employees who have completed Troops to Trucks\textsuperscript{SM}, potentially reducing the time between discharge and employment.

To date, 567 service members have obtained Virginia CDLs through the Troops to Trucks\textsuperscript{SM} program.

**Recent Legislation**

In 2016, HB 98 authorized a Next of Kin license plate which is available to family members of service members who died on or after March 29, 1973, while serving on active duty or while assigned to a Reserve or National Guard unit in a drill status.

In 2015, SB 931 changed the definition of “veteran” for purposes of determining eligibility for the Virginia Veterans ID Card to include the Virginia National Guard and the Reserves. Previously, members of the Virginia National Guard and Reserves who had not completed more than 180 days of federal active duty service were not eligible for the Virginia Veteran ID Card. To date, DMV has issued more than 800 Virginia Veterans ID Cards to Guardsmen and Reservists.

HB 1374 expanded access of the disabled veteran license plate to all veterans who have any service-connected disability as certified by the U.S. Department of Veterans Affairs. Previously, the plates were only available for issue to disabled veterans who were totally and permanently disabled, were blind or were missing a limb.

**Giving Back**

DMV employees give both their time and financial support to military and veteran programs. Most recently, DMV employees visited veterans at the Sitter and Barfoot Veterans Care Center in Richmond. Another group of employees cooked a meal for families staying at the Fisher House, a home-away-from-home for the families of veterans receiving care at the McGuire VA Hospital in Richmond. In addition, as part of the annual CVC campaign, fall bake sales are held to support Fisher House.

This holiday season, DMV employees will once again participate in Wreaths Across America at the Virginia Veterans Cemetery at Amelia. Plans are underway for the third annual *Operation Holiday Spirit* campaign to provide gifts to veteran families to make their holidays brighter. In past years, DMV employees statewide have supported 92 military families (317 people) through the three Virginia VA hospitals donating over 1,750 items.

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**Q-Matic Queuing Management System**

The Virginia Department of Motor Vehicles (DMV) recognized in the 1990’s that we needed to make changes to the service delivery model in our Customer Service Centers (CSCs). Customers were quick to tell us their experiences with our two separate lines, driver and vehicle, as well as the confusion they experienced when visiting our CSCs. When arriving at the CSC, the lack of informational signage or personnel left customers fending for themselves in determining what line was appropriate for their transactions.

DMV’s Customer Service Management Administration (CSMA) took the opportunity to look at other service organizations. We also surveyed customers about what kind of service they would like to receive at DMV and ultimately engaged an organization to provide queuing systems to support our new service delivery model.

In 1995, Q-Matic Corporation offered a queuing system that was just a step above the ‘take a number’ systems that were often found in a deli or other establishment. During the pilot phase, only two CSCs participated. Customers had the choice of selecting a “Renewal” ticket or an “All Other” transactions ticket. Customers were able to take a seat, complete their applications and wait for their ticket to be called. At this time, employees at the service windows called the ticket number out loud to have the customer come to their windows.

In the evaluation of the pilot, DMV determined that these two ticket types did not meet the needs of our customers and the multitude of transaction possibilities in the CSCs. DMV was instrumental in the development of the multiple category system used in Q-Matic. One of the most important features DMV required was the ability to queue customers into categories based on their transaction type. Not only did this give us additional information about the diversity of customer needs, it also allowed the CSC manager to direct the waiting customer to the most skilled employee for that type of transaction.

The pilot phase also included customer surveys. Even in the early phases of the project, most customers reported that they felt that their wait time was shorter. Additionally, customers thought the new system was fair and met their needs. University of Virginia’s Customer Satisfaction Survey for DMV revealed that customers who had visited a CSC with queuing were more satisfied with their wait times (81.6%) than customers who visited CSCs without queuing (72.4%).

Q-Matic also recognized that the custom features requested by DMV enhanced their product in such a manner that allowed it to be applicable to DMVs and agencies in other states. They were willing to listen and respond to DMV’s needs. They worked closely with DMV leadership and were willing to program changes that refined our service delivery and enhanced their product.

By the end of January of 1998, DMV had installed Q-Matic systems in all DMV CSCs. DMV’s new service model vision included an Information desk, tickets printed for customers, and a seated waiting area. The information desk provided a CSC the ability to review customer documents and provide a ticket for the best suited queue. Customers appreciated that we could review the documents presented and let them know at the information desk whether they would be successful in completing a transaction. It was a great time saver for customers. For customers who received a ticket, they could continue to wait in the comfort of a chair and complete forms.
When the ticket was audibly called by the system, the customer would go the window to which they were directed and be provided service by a capable CSC representative.

Our customers were extremely pleased with these service enhancements. We experienced a rise in service satisfaction over a three year period from 92.9% to 96.1%. Installing queuing and making changes to the service model revolutionized customer service in the CSCs and enabled us to maintain consistent wait times. We were able to determine how much time a customer spent at each window on average. Managers were able to see what types of customers and transactions were waiting in the lobby and had the ability to manage the queues so that the most skilled agents were serving customers. The Q-Matic system provided real wait and service times and took office management from ‘just a feeling’ to having real data to assist in planning office staffing needs.

As with any system, DMV encountered issues that were inherent in the Q-Matic system. Reporting was not an easy task. As there was not one server handling all Q-Matic functions across the state, resources were dedicated to “dialing-up” each CSC’s system and manually gathering data. Additionally, any changes to the queue categories or functionality had to be programmed by the vendor and took months to receive. There was not an interface that could be used by an administrator to allow “on the fly” changes to the service model. Although we were able to see when a ticket was opened and closed, we did not have the capability to follow our customer through the testing process. Therefore, we did not have a full picture of the customer experience. The original Q-Matic also did not allow for system integration to our mainframe. DMV was not able to capture customer information on the issued tickets. Finally, Q-Matic was not able to work with a workforce management system. Workforce management, with the queued customer data, is a powerful tool in scheduling resources to meet customer needs.

**ACF Technologies Q-Flow System**

In February 2007, DMV embarked on a project to find the next generation of queuing software tools. When looking for this new tool we asked organizations to ensure that the product presented met the following requirements:

- Web-based system that is flexible and managed by DMV administrators
- Ease in reporting and the ability to create reports when needed
- Connectivity to the mainframe so that customer information is captured and delivered to the agents desktop when the customer arrives at the window
- Ability to report on the experience of the customer, from the point the customer is issued the ticket until the transaction is completed, including the testing experience
- Ability for the queuing system to connect with a Workforce Management tool for forecasting, planning and scheduling

The company that was able to provide a solution for our queuing needs was ACF Technologies with their Q-Flow system. The ACF/ Q-Flow system not only met the requirements listed above, they were also willing to work with us to enhance the system even further to achieve our customer service vision.
The Q-Flow system is totally web-based. Employees log into a URL everyday to access the Q-Flow system. This eliminates the need for location based servers to run the system. Employee functions can easily be controlled by managers to ensure we are serving customers with the utmost efficiency. District Manager access was enhanced by a dashboard feature enabling a full view of an entire district. They can see the activities in all of the offices at a single glance.

In today’s DMV service delivery model, customers still arrive at the information desk for initial evaluation. However, the barcode on preprinted renewals and credentials can now be scanned into the Q-Flow system. This information is saved with the customer’s ticket number.

As the customer waits, they can watch LCD screens in the lobby. Not only can customers see and hear what number is being called, they can view the last few tickets numbers that were called, in case they may have missed hearing their ticket. If they still miss their ticket number, the information desk service representative can now place that ticket back into the queue to be called next.

The LCD screens provide a scrolling ticker that runs across the bottom of the screen. It displays safety messages as well as promotes special DMV features like our web transactions and smart phone applications. This scroll plays an important role in the safe return of missing children or elderly citizens. DMV participates with the Virginia State Police and displays Amber Alerts or Senior Alerts on our ticker when they are activated in our community. The Q-Flow administrator at headquarters can interrupt the current scrolling messages to provide the alert information. This provides law enforcement another audience of thousands of people who can now be aware that someone is missing in our community. All information provided on the LCD scroll is managed and produced by the Q-Flow administrator using the web-based administration tool.

The LCD screens also display images promoting DMV services and products including specialty license plates, multiple-year renewals, and online services. DMV’s Communications Office ensures displayed images will fall within the standard of our agency. Once again, this programming can be performed by the Q-Flow administrator within the DMV organization.

When the system calls a customer’s ticket number, the DMV representative at the service window has the customer’s information and picture displayed on the computer screen when the customer reaches the window. This feature saves the service representative multiple keystrokes and the time it takes to locate the record in the system. With the “screen pop”, the DMV employee can quickly ensure that the customer standing at the counter is the same person connected to the record in the database and can immediately greet the customer by name: “Hello, Mr. Jones. I am sorry that you had to wait today, but I will take care of this transaction as soon as possible. I can see that you are here to renew your vehicle today. Let’s start by verifying your address.” This greeting is much better than the “let me get your name and customer number” conversation of the past. A pleasant greeting sets a great tone with the customer and saves time as well as provides an additional level of security.
As the employee evaluates the customer record, every transaction performed for that customer is captured in the Q-Flow customer case history. When viewing the customer’s case, we can see when a ticket was issued, when the customer was called to the window, what transactions occurred and the time it took to complete the transaction. It also shows if the customer completed testing, knowledge testing or road testing. Over time with Q-Flow, we have built an extensive customer database and can see multiple visits for customers, providing a helpful overview of the customer experience.

Q-Flow case records are valuable when we have the opportunity to respond to customers’ inquiries regarding the service provided by our representatives. When the occasion arises and we need to research a CSC employee/customer interaction, we have the details needed including specific wait time and transaction serve time.

Reports in Q-Flow are available for all types of users, both in real time and historical. There are CSC manager reports that display the number and types of transactions. Also, managers can see team and individual service representative reports. As managers evaluate the service provider reports, they also have the customer cases to support their service provider’s performance. Managers have access to a real time dashboard of their CSC’s performance for the day. They can also see the customers waiting in each queue. Employee functions are changed “on the fly” during the day. This ability is available for managers, district managers, and administrators.

The web-based reporting tool in Q-Flow also provides wait time data that is displayed on our website and our mobile app. Customers are allowed to make a choice that best suits their needs when they can see the estimated wait times in each CSC.

DMV is currently taking advantage of the scheduling tool in Q-Flow to provide customers the ability to schedule road test appointments. This new feature was implemented in October 2014 and over 200,000 appointments have already been scheduled. ACF, the Q-Flow provider, worked with a DMV project team to program a scheduling tool that met the unique needs of our agency and customers. These appointments are saved in Q-Flow. The customer’s ticket is established at the time the appointment is saved. The customer just shows up at the appointed time, displays his printed confirmation or the confirmation on his smart phone or other device, and the DMV service provider activates the ticket in the queue.

We were also able to provide this scheduling service to our DMV Direct Customer Contact Centers. This is an added bonus for these DMV service providers, as they primarily speak to customers who are new to Virginia or who must provide compliance requirements to clear their records. Contact center agents can provide appointments for customers after discussing their outstanding requirements, providing an added value. Appointments can be made at CSCs or through our DMV Direct Customer Contact Centers, and soon customers will be able to self-serve by scheduling appointments online.

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Background
In August 2012, the Virginia Department of Motor Vehicles (DMV) selected a vendor to replace its aging statewide automated knowledge testing solution that had been in use since 1993. DMV completed the full rollout of the new SecuriTest system to 75 customer service centers and five mobile units in December 2013.

DMV utilizes SecuriTest to administer the two-part driver knowledge, motorcycle, Commercial Driver’s License (CDL), and escort exams, and to support the testing needs of other state agencies including the Motor Vehicle Dealer Board and Department of Agriculture. More than 400 permanent SecuriTest testing stations are deployed statewide.

SecuriTest incorporates a variety of technological advancements which have vastly improved the customer service experience. First, the solution allows for any kind of multiple choice or true/false testing.

The solution includes “smart testing” capabilities where testing is tailored to individual customer records, asking additional questions specifically geared towards a customer’s driving history in addition to a standard set of test questions. The solution also features expanded support for testing in 23 languages, to deter potential fraudulent activity by reducing the need for translators, including:

- American Sign Language
- Amharic (Ethiopian)
- Arabic
- Dari
- English
- Farsi
- French
- German
- Haitian/Creole
- Italian
- Japanese
- Vietnamese
- Korean
- Chinese (Mandarin)
- Chinese (Traditional Mandarin)
- Mongolian
- Nepali
- Pashto
- Punjabi
- Russian
- Spanish
- Turkish
- Urdu

Remote Driver License Testing
DMV’s SecuriTest solution also supports remote web-based knowledge testing at remote locations. Testing partners use their existing desktop and/or laptop infrastructure to access the SecuriTest solution to authenticate applicants and remotely administer tests in a secure proctored environment.
The SecuriTest remote web-based testing and administration solution includes:

- Online applicant registration portal
- Online remote administration portal – to schedule testing events, including date, location, and types of tests available
- Multiple languages - all languages offered through SecuriTest at DMV are also offered at remote testing sites
- Audio option for every language, and
- Secure test delivery – the browser is locked to prevent misconduct during testing

DMV has partnered with the Virginia Department of Education to implement remote driver knowledge testing in high schools throughout the state. Following successful pilot programs in Henrico and Fairfax schools in 2014, DMV is receiving interest from other school divisions in its SecuriTest remote driver testing service. Through this program, high school-age students are able to take the driver knowledge test in a secure, proctored setting within their schools, saving parents and students time at the DMV. The response has been very positive; to date, 7 school divisions are participating in the program and 14 other school divisions have expressed interest.

DMV recently partnered with the Department of Juvenile Justice to offer remote testing for the driver knowledge exam in their correctional institutions. DMV has also partnered with the U. S. Department of Justice Federal Bureau of Prisons and is currently offering remote testing for the driver knowledge exam. Also as part of this partnership, DMV will be enhancing the remote testing application to offer CDL exams in the federal corrections facilities. These partnerships will result in Virginia being the first in the nation to offer remote testing for the driver knowledge exam and CDL exams.

In addition, in partnership with Dominion Power and Appalachian Power, DMV successfully piloted the SecuriTest remote testing solution for escort drivers in October 2014. Dominion has used the solution to remotely test approximately 650 employees for the escort test at one of its 34 training facility site locations (30 Virginia sites and 4 North Carolina sites). Appalachian is using the solution to have their employees take the escort test remotely at one of its 8 training facility site locations (7 Virginia sites and 1 West Virginia site). DMV recently partnered with Virginia, Maryland & Delaware Association of Electric Cooperatives which plans to have their employees take the escort test remotely at one of their training facility site locations.

**Automated CDL Driver Skills Testing**

In March 2013, DMV partnered with this same vendor to implement a solution to provide automated, paperless CDL driver skills testing. Using electronic forms on lightweight, portable tablet PCs, the solution automates required road test administrative processes.

Examiners use a pen-based data-capture engine with intelligent form elements such as check boxes and dropdown lists. Signatures are captured in special fields, hand-written notes are retained, and test scores are calculated automatically. GPS tracking capability tracks the road test route and calculates vehicle speed. Test data is transmitted via wireless connection, making the data immediately accessible by system users and eliminating the need for examiners to re-key data into enterprise systems. This solution was implemented in May 2014.
DMV anticipates increased efficiency as a result of no paper forms and electronically transmitted applicant data and test results. In addition, DMV anticipates enhanced audit capabilities due to the capture and retention of all data for CDL road tests; electronic storage of tests in original form including any handwritten notes; reduction in human error because tests are recorded and transmitted electronically; and increased test integrity via GPS route tracking.

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Universal Enrollment Services (UES)

Another first in the nation for Virginia, effective July 1, 2016, legislation went into effect that enables the Virginia Department of Motor Vehicles (DMV) to partner with a federal contractor to conduct Universal Enrollment Services (UES) on behalf of the Transportation Security Administration (TSA). Through a contract with TSA, MorphoTrust manages all of the current enrollment sites nationwide. Using standalone equipment provided by MorphoTrust, selected Virginia DMV customer service centers (CSCs) will now offer enrollment services to customers for Transportation Worker Identification Credentials (TWIC), TSA Pre✓®, and HAZMAT Endorsement (HME) Threat Assessment Program (HTAP).

TWIC is a credential that provides access to secure areas of the nation’s maritime facilities and vessels, and Pre✓® offers customers expedited security clearance at select airports across the United States. The HME HTAP conducts a threat assessment for commercial driver’s license holders who transport hazardous materials and require the hazmat endorsement on their license. Providing these services increases convenience for our customers, especially those trucking companies that require TWIC for their drivers. Customers are able to walk in to a CSC that offers these services to enroll. The customer also has the option to schedule an appointment and pre-enroll online before coming into a physical location to provide documentation, fingerprints and pay the enrollment fee.

Enrollment Locations

By the end of the year, enrollment services will be offered in nine DMV locations, to include: Richmond, Newport News, Roanoke, Tyson’s Corner, Leesburg, Charlottesville, Fredericksburg and Abingdon CSCs, and Stephen’s City weigh station. Services in Williamsburg will be offered concurrent with the opening of the new customer service center there in 2017. These locations have been identified as meeting the facility requirements, and will help to supplement the existing UES footprint in Virginia.

At each site, DMV will provide at least three employees who have undergone the necessary background check, credit check and drug screens, as well as the online and on-site training, required to qualify as a TSA Trusted Agent.

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DMV Website - www.dmvNOW.com

In February 2013, the Virginia Department of Motor Vehicles (DMV) unveiled its redesigned website, www.dmvNOW.com. The new site features a cleaner, flexible design with a contemporary look to provide higher visibility to core information, and greater focus on agency e-Commerce goals, particularly through myDMV Accounts.

The new design also increases access to DMV’s new social media platforms, introduces new mapping features to help customers locate nearby service outlets, and employs embedded video and effective graphics to better promote and educate citizens on key agency content, initiatives, and services.

This innovative redesign is one of the first in government to utilize new responsive web design which allows the user to access the site on virtually any device only using one code base. This eliminates the need to develop, maintain, and market individual platform apps for an ever-growing field of web-enabled devices.

Implementing the newly redesigned website has been a tremendous success. Surpassing the limitations of downloadable apps and extending the agency’s e-Presence goals, DMV is now reaching a larger and growing segment of customers using mobile devices with no additional download or maintenance required. By converting the agency’s website using responsive web design, customers receive the optimal mobile experience automatically.

Additionally, this optimal user experience is now supported by an extensive list of browsers including Internet Explorer, Firefox, Safari and Chrome, and it is available on devices such as traditional PCs, laptops, tablets (such as the iPad, iPad Mini, Amazon Kindle), and mobile phones (including iPhones, Blackberries, and Android phones).

With the responsive web design, DMV has accomplished these significant improvements in service by developing a single code base, using in-house IT staff, and by leveraging existing software and hardware for easiest management and return on investment.

Since its launch, dmvNOW.com has received an unprecedented amount of praise on the improved usability, attractive design, and support for mobile devices from customers, employees, and agency peers in Virginia and other states.

Building upon other recent successful e-Presence initiatives, this new website design is proof that DMV is continuing to increase online conversions, saving the Commonwealth money, and transforming the agency to a more efficient DMV for the future.
DMV Mobile Apps
In 2012, DMV launched mobile operating system applications that allow customers to access DMV services through their Apple-based products including iPhones and iPads as well as through their Android products.

The VirginiaDMV app has a wide range of features including access to more than two dozen DMV transactions. VirginiaDMV app users can set up and access their myDMV accounts, create personal identification numbers and conduct a variety of transactions including renewing decals and driver’s licenses, purchase a specialty license plate, and sign up to receive DMV eNotifications.

The app has an office locator feature that uses a smartphone’s global positioning system (GPS) to locate the customer and display the closest DMV offices and average wait times. If users select a specific DMV office, details such as hours and HAZMAT fingerprinting availability are displayed. Users may tap or select the DMV office’s address to obtain driving directions. If a customer wants to talk to a DMV representative before traveling to an office, tapping on the DMV phone number will automatically dial it.

All DMV sample knowledge exams are also available through the VirginiaDMV app, including the motorcycle license exam and commercial driver’s license exam. Before taking a sample exam, DMV app users can view the Virginia Driver’s Manual.

If users want to purchase license plates, they may browse the more than 200 specialty plates offered in Virginia. Customers can use the app’s interactive feature to try out different letter and number combinations, and create a personalized license plate.

The VirginiaDMV app also includes a News and Alerts feature where users can get the latest DMV news releases about traffic safety, new service options or upcoming office closures.

The free apps are available through Virginia DMV’s website at www.dmvNOW.com, through the online Apple store, or through Android Market/Google Play.

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BACKGROUND
To optimize the utilization of our staffing resources across the state, Virginia DMV has developed a workflow that will enable staff to process transactions remotely utilizing our OnBase system, an online enterprise content management system. Now staff in less busy customer service centers can assist staff in busier offices or in our headquarters work centers by processing transactions from their assigned work location. The Remote Processing workflow is designed to be dynamic and fluid, enabling management to reassign work to available staff as workload volumes change across the state.

PROJECT UPDATE
In October of 2015 we reported on the SR22/FR44 Proof of Concept/ Pilot for Remote Processing of that was successfully launched in April 2015. Since then, the Workforce Efficiency Group (WEG) team at DMV has expanded Remote Processing to include two additional non-revenue transactions of Insurance Notices and Orders of Suspension which were added in October of 2015. DMV now has 24 locations in 6 districts throughout the state processing Insurance Services transactions.

In addition, DMV has expanded Remote Processing even further to include the first revenue transaction, Supplemental Liens, from one Customer Service Center (CSC) to another Customer Service Center. The pilot was successfully launched in December of 2015 between N. Henrico and Ft. Lee. Dealers now drop off title work for Supplemental Liens at the originating high volume CSC and it is scanned and directed to another location where resources have been identified as available to process the work. The originating CSC finalizes the transaction and handles any returns and payment with the Dealer. The pilot was so successful that the team expanded the process with the Titling Work Center and the two CSCs in April 2016. Currently, the team is taking Remote Processing of Supplemental Liens state-wide to every CSC in DMV! By the time of this printing, the project will have expanded into the Richmond, Roanoke, Hampton and Bristol districts, with the remaining districts not far behind.

ADDITIONAL PROJECT PHASES
DMV is currently exploring payment options for electronic check processing, managing inventory at the processing site, and adding additional processes that can be handled through the Remote Processing model.

SAVINGS/BENEFITS
DMV anticipates enhanced productivity and increased efficiency as a result of processing incoming work from any location by using workflow technology. This new flexibility allows DMV to better match our customers and their transactions with the appropriate available resource, regardless of physical location. DMV’s workforce will be one team across the entire state, working together to better serve the needs of the citizens of the Commonwealth.

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Deactivating License Plates
If you operate vehicles registered in Virginia for only part of the year, you may temporarily deactivate your license plates and cancel the insurance without having to surrender the license plates to DMV. This allows service men and women to deactivate their license plates and cancel insurance during deployment. It is illegal to operate any motor vehicle with deactivated plates.

To reactivate the plates, you must:
- have no outstanding tax obligations on your motor vehicle
- provide insurance policy information or pay the uninsured motor vehicle fee
- pay a $10 reactivation fee (if the registration has not expired)

License plates can be deactivated and reactivated at www.dmvNOW.com.

DITY Move Weigh-In
Active duty military members in the process of a do-it-yourself (DITY) move can bring a vehicle to any of DMV’s 13 Motor Carrier Service Centers (MCSC) to be weighed. DMV will provide a weight ticket free of charge. MCSC locations are listed at www.dmv.virginia.gov/commercial/#mcs/weigh/map.asp.

Frequently Asked Questions
Q: Do I have to be a Virginia resident to title and register a vehicle in Virginia?
A: No. However, you are required to provide proof of the address you provided on DMV’s Application for Certificate of Title and Registration (form VSA 17A).

Q: Does a vehicle have to be titled in Virginia in order to be registered in Virginia?
A: Yes.

Q: If I live off base or off post, what documents will I need to verify proof of address to get a Virginia title and register a vehicle?
A: Normally, an original lease or mortgage agreement, or an electric, cable or phone bill, which lists your physical address, are acceptable. These documents cannot be generated from your home computer.

Q: What sales taxes are required when purchasing a vehicle in Virginia?
A: Everyone is required to pay a 4 percent or a minimum of $75 sales and use tax when purchasing a vehicle. However, the sales tax is waived if all of these conditions are met:
- The vehicle is being registered for the first time in Virginia
- The applicant holds a valid title or registration issued to him/her by another state or a branch of the U.S. Armed Forces
- The applicant has either owned the vehicle for longer than 12 months or provides evidence of a sales tax paid to another state

Q: What personal property taxes are required when purchasing a vehicle in Virginia?
A: Any person who is active military duty is exempt from taxation if their legal residence or domicile is outside of Virginia, pursuant to the Federal Servicemembers Civil Relief Act. If the spouse of an active duty military person is not a Virginia resident and has the same domicile as the person on active military duty, then the spouse is exempt from taxation. The vehicle may be registered in the name of either the active duty military person or the active duty military person’s spouse, individually or in both names. Jointly if the vehicle is jointly owned with anyone other than the active duty military person and/or his/her spouse and the co-owner is not on active military duty, the vehicle is taxable.

Q: Am I required to purchase a county or city decal for my vehicle?
A: Depending on your location, you may have to purchase a locality decal. City and county decals are issued by localities, not DMV. In most cases, however, active duty service members are exempt from buying decals and paying personal property tax. To be eligible for the military exemption, you may be required to visit the county or city government offices where you reside. Visit www.dmvNOW.com/webdoc/citizen/vehicles/exemptediscchart.asp for more information about exemptions for the city of Virginia Beach.

Q: Do I need to notify DMV if I am deployed to another area and want to cancel my insurance on vehicles I have registered in Virginia?
A: Yes, even if you are deployed outside of Virginia, you must notify DMV of insurance cancellations, and tag and license plate deactivation. If your tags are still valid, they must be surrendered to DMV.

Q: What if I am required to attend driver improvement clinic in connection with my Virginia driver’s license, but I am not stationed near a driver improvement clinic?
A: If you are a member of the military or a dependent, you may be eligible for an extension. The extension may be granted only if the military member or dependent is stationed outside Virginia in a jurisdiction that does not offer an approved eight-hour driver improvement clinic. The military person or dependent must provide a copy of military papers indicating military status, assigned station and the date of return to Virginia. The clinic completion date may be extended to 90 days after the date of return. For more information, call the Driver License Compliance Work Center at 804-367-1556 or visit http://www.dmvNOW.com/webdoc/citizen/drivers/backonroad.asp for clinics.

Military Guide
Military Special Plates
The Virginia DMV offers more than 30 different special plates that let you show your military pride.

When you title and register your vehicle in Virginia, go to www.dmvNOW.com, check out Military Special Plates, and display them proudly.

Cover photograph courtesy U.S. Navy
(Photographer’s Mate 1st Class Tina M. Ackerman).

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Residency Documents
If you are active duty military and present one of the following documents, you will be exempt from the requirement to present a residency document as proof of your Virginia address.
- Letter from commanding officer, on official letterhead with an original signature, stating that the applicant resides onboard a ship docked in Virginia or in a barracks located in Virginia
- Orders from the U.S. military assigning the applicant to a military unit within Virginia address
- Leave and Earnings Statement (LES) showing Virginia as the applicant’s legal residence

Spouses and dependents listed on military orders may use the orders and their unexpired military dependent ID cards as proof of residency. Applicants under age 19 may have a parent or legal guardian certify their Virginia residency. The parent or legal guardian must appear in person with the applicant, and provide a photo identification card and proof of their Virginia residency.

License Extensions
Members of the military and certain individuals may request an extension of their Virginia driver’s license.

These include:
- Active duty members of the U.S. military who are deployed outside of Virginia and plan to return
- Members of the U.S. diplomatic service who are serving outside of the U.S.
- A civilian employee of the U.S. government, or any agency or contractor residing outside of the U.S. on behalf of the U.S. government
- The spouses and dependents of any of the above

License Extensions

Vehicle Titling and Registration

To be eligible for the Virginia veterans ID card, you must have served in the U.S. Armed Forces and received an honorable discharge; hold an unexpired Virginia commercial driver’s license, driver’s license, learner’s permit or DMV-issued ID card; and present DMV with a copy of a document (or a combination of documents) that indicate branch of service, discharge date, and discharge status. For full eligibility requirements, visit the Virginia Department of Motor Vehicles' military page.

Vehicle Titrating and Registration

While stationed in Virginia, if you purchase a vehicle, you may title and register the vehicle in your home state, or you may title and register the vehicle in Virginia. Vehicles titled and registered in your home state may be driven with valid out-of-state license plates if you are the sole owner. If the vehicle is co-owned and out-of-state plates are used, all co-owners must be active duty members of the Armed Forces. If all the co-owners are not active duty members, the vehicle will need to be registered in Virginia.

To title a vehicle in Virginia, submit the following to DMV:
- A completed application for Certificate of Title and Registration (form VSA 17A). Be sure to check “yes” to the question that asks if the applicant is an active member of the military.
- Proof of address
- The previous owner’s title signed over to you if the vehicle is used. If you are titling a vehicle from another state, bring a copy of your military assignment. If state of residence evidence does not appear on the out-of-state title as owner, or you may have the previous owner of the out-of-state vehicle assign the title to you.
- Your social security number, if you have one.

Title and Registration Fees

When titling your vehicle in Virginia, you are required to pay a title fee and a 4.1 percent motor vehicle sales and use tax that is based on the vehicle’s sale price. There is a $75 minimum tax. If you hold a valid, assignable title or registration issued in your name by another state or branch of the military, you will have to pay the motor vehicle sales and use tax. However, if you purchased the vehicle within the preceding 12 months, to be exempt in Virginia you must provide proof that the sale and use tax was paid elsewhere.

Your registration fee is determined by the weight of your vehicle, the type of license plate you purchase and the number of years (one or two) you register your vehicle. For information on which retailers and restaurants offer discounts for veterans, visit the DMV website at www.dmvNOW.com/military.

Veterans ID Cards

On behalf of the Department of Veteran Services (DVS), DMV issues veteran ID cards for proof of veteran status to receive discounts from retailers and restaurants. For more information, visit the Department of Veteran Services’ website at www.vgva.gov.

Service members’ Civil Relief Act and Your Vehicle

Insurance Requirements

You may title and register your vehicle in Virginia without obtaining a Virginia driver’s license, but before you put plates on your vehicle and drive on the road, your vehicle will need to be inspected and insured. All Virginia drivers must carry the minimum insurance required and plan their vehicles, or pay the Uninsured Motor Vehicle fee, before registering a vehicle in Virginia. Your insurer must be authorized to conduct business in Virginia. Virginia requires the following minimum coverage:
- Bodily injury/death of one person: $25,000
- Bodily injury/death of two or more persons: $50,000
- Property damage: $20,000

The $500 Uninsured Motor Vehicle fee, which is paid to DMV, does not provide insurance. It only allows you to drive an uninsured vehicle at your own risk. It expires with your vehicle’s registration and must be paid when renewing your registration.

For a list of insurance companies authorized to conduct business in Virginia, go to: www.dmvNOW.com/exec/link.asp?56

Imported Vehicles

For imported vehicles, military personnel or U.S. residents returning from a foreign country must complete CBP Form 1299, a Declaration for Free Entry of Unaccompanied Articles, with an original customs inspection, import and signature, or name and badge number. The vehicle make and identification number (VIN) must be specified on the CBP Form 1299.

Foreign military members stationed at military installations in Virginia under the North Atlantic Treaty Organization (NATO) may register their vehicles for the length of your tour of duty only. A copy of your orders must be presented to determine the length of your tour of duty.

Other Vehicle Information

To ensure your vehicle is mechanically safe to operate in Virginia, it must pass an annual vehicle safety inspection. Vehicles that have no braking systems must also be inspected.

If you are an active military member residing in Virginia and return from an official absence, you are eligible to obtain a current vehicle safety inspection sticker. If you are an active military member stationed and own vehicles garaged outside Virginia and return to Virginia, you have 14 calendar days to obtain a current vehicle inspection sticker.

For more information about Virginia’s inspection requirements, contact the Virginia State Police at www.vsp.virginia.gov or (804) 674-6774.
Schedule a Visit at Your Location

Our schedules fill quickly, so contact us today. DMV 2 Go mobile offices’ standard operating hours are Monday through Thursday from 9 a.m. to 4 p.m. DMV 2 Go visits locations with more than 250 potential customers. Locations must have restroom facilities for our employees and parking for the mobile office and customers. The DMV 2 Go fleet is made up of five mobile offices varying in size.

Promoting visits

To ensure successful visits, we ask that you promote the DMV 2 Go visit within your organization in the days leading up to the visit through flyers, social media, and announcements. DMV promotes its scheduled visits by issuing news releases to statewide media. The schedule is also available online at www.dmvNOW.com/DMV2Go.

Contact us so we can bring convenient DMV service to your location!

Services

DMV 2 Go offices are full-service DMV customer service centers providing service to customers at convenient locations. Customers can:

- Apply for or renew your driver’s license.
- Take knowledge and road tests.
- Apply for or renew your ID card – available for adults, children, and veterans.
- Obtain vehicle titles, license plates, decals, transcripts.
- Apply for certified copies of Virginia birth, death, marriage, and divorce certificate.
- Purchase E-ZPass transponders.
- Order disabled parking placards.
- Update your address or organ donor status.
- Purchase hunting and fishing licenses.
- And much more!

DMV 2 Go visits:

- Office complexes
- University and college campuses
- Military bases
- Government centers
- Retirement communities
- Special events

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*DMV 2 Go mobile offices, with the exception of the 26-foot truck, are handicapped accessible.
Program Background

Travel teams have been part of DMV’s service model since the 1950s. Before the times of multiple customer service centers, employees with Polaroid cameras visited local libraries or fire stations to provide driver’s licensing services.

Travel teams helped supplement DMV service until the late 1980s when computers became more mainstream. Unfortunately at the time, the equipment was no longer portable.

In 2002 and 2003, DMV resurrected travel teams after state budget reductions closed customer service centers. Before DMV was able to re-open those offices, travel teams served customers in the affected areas.

Advances in technology now allow needed equipment to fit in one suitcase. As a result, DMV Connect teams easily bring service to customers.
Compact, Portable Equipment Provides Confined Virginians a Connection to DMV Service

DMV Connect is a portable outreach program that serves Virginians who may not be able to travel to a DMV office. The program began in 2012 as a partnership with the Department of Corrections to provide identification cards to offenders preparing for release. Leaving a correctional facility with identification in hand helps ease the transition back into society and reduces recidivism rates.

Services and Locations

DMV Connect has expanded to provide identification cards, driver’s licenses, veteran ID cards, vehicle titles and registrations, compliance summaries, and more at locations that include:

- Assisted living facilities
- Veterans care centers
- Colleges and universities
- Homeless shelters
- Government centers
- Specialty schools for hearing and visually impaired and autistic students
- Tangier Island

How it Works

DMV employees carry customized cases that contain a laptop, signature pad, and camera. Only requiring electricity and an Internet connect, the teams securely process real-time transactions. The identification cards and driver’s licenses are mailed to the customer’s address or facility from a secure central location.

The minimum space needed to operate DMV Connect is 8 feet by 6 feet. A nearby electrical outlet and small table are needed for the equipment.

Hours and Contact Information

DMV Connect service is available Monday through Friday between 9 a.m. and 4 p.m. For more information about DMV Connect or if this service could benefit your organization, contact DMVConnect@dmv.virginia.gov.
- Unexpired welfare/social services identification card with photo, issued by a municipality
- State-issued driver’s license or learner’s/instruction permit, with photo, expired not more than 5 years
- State-issued photo identification card expired not more than 5 years
- U.S. Passport or passport card – expired not more than 5 years
- Unexpired military dependent ID card, with photo
- Foreign Passport – expired not more than 5 years, with a U.S. VISA
- Unexpired weapons or gun permit issued by federal, state or municipal government
- Unexpired pilot’s license
- Veterans’ Universal Access Identification Card
- INS form I-797 (applicable only for individuals whose names appear on the form)
- USCIS student or dependent SEVIS I-20 with or without USCIS stamp (Applicant’s name must appear on the form)
- U.S. Department of State form DS-2019 (Applicant’s name must appear on the form)
**Acceptable Identification Document List for Virginia Vital Records**

One primary document or two secondary documents must be submitted in order to complete a transaction. Documents must be originals. Temporary documents and photocopies will not be accepted.

**Primary Documents**
- Driver’s license issued by a U.S. state, territory, or jurisdiction unexpired or expired for not more than one year
- Learner’s/instruction permit issued by a U.S. state, territory, or jurisdiction unexpired or expired for not more than one year
- Photo identification card issued by a U.S. state, territory, or jurisdiction unexpired or expired for not more than one year
- Current photo ID card (school and employment with identification number). Check cashing cards are not acceptable.
- Unexpired U.S. military ID card of an active duty or retired member
- U.S. Passport or passport card – unexpired
- Unexpired Foreign Passport with VISA, I-94 or I-94W
- U.S. Certificate of Naturalization – (form N-550, N-570 or N-578)
- U.S. Certificate of Citizenship – (form N-560 or N-561)
- U.S. Citizen Identification Card – (form I-197)
- Temporary Resident Card – unexpired - (form I-688)
- Refugee Travel Document – unexpired - (form I-571)
- Resident Alien Card – unexpired - (form I-551)
- Permanent Resident Card – unexpired - (form I-551)
- Northern Marianas Card – unexpired - (form I-551)
- Asylum – A copy of the first and last page of application for Asylum
- Consular Report of Birth Abroad (form FS-240)
- Certificate of Birth Abroad (FS-545)
- Certification of Report of Birth of a U.S. Citizen (DS-1350)
- Virginia Criminal Justice Agency Offender Information Form
- United States Probation Offender Information Form

**Secondary Documents**
- U.S. Selective Service Card
- U.S. military discharge papers (form DD214)
- Certified school records/transcript issued by a U.S. state or territory
- Certificate of Enrollment issued by Virginia Department of Education
- Life insurance policy
- Health care insurance card – (i.e. Medicare Card/ Medicaid Card)

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Virginia vital records listed below are available for purchase at all full-service DMV locations:
- Birth certificates
- Death certificates
- Marriage certificates
- Divorce certificates

Get Virginia vital records (birth, death, marriage, and divorce certificates) from any DMV customer service center or DMV 2 Go mobile office, anywhere in Virginia.

Here’s how:
- Complete a vital records application (DL-81 and/or DL-82), available at dmvNOW.com or any full service DMV location
- Present acceptable identification (see list on next page)
- Pay a $14 records search fee

Eligible customers will leave DMV with the requested document in hand. If a vital record cannot be found or cannot be printed at DMV, the customer’s application will be immediately forwarded to the Virginia Department of Health, Division of Vital Records (VDH) for further research, and if available, VDH will mail the certificate(s) to the address on the application.
Signing up for e-notifications helps DMV save paper and your tax dollars.

When it’s time to renew your driver’s license, identification card or vehicle registration, you will receive a reminder by text or email, depending on which notification method you select.

You will no longer receive these reminders by mail.

If you’ve already signed up, thank you! If you’d like to enroll, visit dmvNOW.com or ask a customer service representative for more information.
What can I do at dmvNOW.com?

Conduct more than 40 DMV transactions, including:

- Renew your vehicle registration and decals
- Purchase new plates
- Renew or replace your driver’s license or ID card
- Update your address with DMV
- Replace a title
- Indicate your willingness to be an organ donor