Virginia Department of Motor Vehicles
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DMV Connect
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Today’s modern mobile offices:

- Equipped with latest wireless technology
- Provide secure service virtually anywhere
- Generator powered
- Purchased used and refurbished by DMV
- 4 of 5 are accessible to those with disabilities
• The full service office can process all DMV transactions.
  • Get picture taken for driver’s license/ID card/veteran ID card
  • Take road tests
  • Obtain Virginia vital records including birth, death, marriage and divorce certificates
  • Purchase hunting and fishing licenses and E-ZPass transponders
Virginia’s DMV 2 Go

• Serve customers at:
  • Military bases and deployment readiness events
  • College campuses
  • Government centers
  • Corporations
  • Festivals
  • Special events
  • Retirement communities
• Emergency response
• DMV 2 Go provided service after:
  • Flooding in rural parts of Virginia
  • Tornadoes throughout Virginia
  • Hurricane Irene
  • An F-18 crashed into an apartment building in Virginia Beach
  • A lightning strike to a DMV customer service center
• FBI investigation
Customer service mindset
Invaluable Service
Public goodwill and community outreach
DMV Connect

Safe Drivers · Safe Vehicles · Secure Identities · Saving Lives
• In operation since May 2012
• Provides portable ID processing
• Partnership with Virginia Department of Corrections (DOC)
• Recently expanded to include:
  • Sheriff’s offices
  • Regional jails
  • Federal correctional facilities
  • Assisted living and rehabilitative facilities
  • Homeless shelters
  • Veterans Administration hospitals
Initial Goals

• Help reduce inmate recidivism rates
• Provide inmates nearing release with a Virginia ID
• Eliminate a significant barrier to reintegration; ease transition to society
Facility staff gathers proof documents

Documents electronically transmitted to DMV using MOVE-IT

Verified by Connect team member
• Bring portable case into the facility
• Visually verify proof documents
• Take photos and capture signatures
• Provide compliance summaries
• Typical visit:
  • Two hours
  • Produce 25 IDs

• Frequency of visits determined by demand:
  • Monthly (high-volume facilities)
  • Bi-monthly
  • Quarterly
<table>
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<tr>
<th>40 + state correctional facilities</th>
<th>15 sheriff’s offices</th>
<th>12 regional jails</th>
<th>2 federal correctional facilities</th>
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More than 16,000 IDs processed
• Virginia’s recidivism rate has dropped to its lowest level on record at 22.8%.
• Virginia’s Governor named DMV Connect as one of the programs contributing to this figure.
• Resource Fairs
• Department of Juvenile Justice
  - Remote Testing
• Petersburg Federal Correctional Complex
  • CDL Program
DMV Connect Attributes

Unique
Secure
Effective
Transferable
Making a Difference

Safe Drivers ∙ Safe Vehicles ∙ Secure Identities ∙ Saving Lives
More Applications

- Additional training centers
- Over thirty assisted living facilities
- Homeless shelters in Richmond and Northern Virginia
- Veterans hospitals & veterans events
- Schools for autistic and deaf and blind children
- Tangier Island
• Increased number of transactions
• Bringing longer term visits to specialized locations such as government centers and universities

• The Future
  • Connect West & Northern Virginia
DMV Connect

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