

Maximizing Your DMV Experience

Technology and Services:
DMV's Commitment to Customers

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Commissioner
Virginia Department of Motor Vehicles

Outreach in Motion

DMV is...

- ▶ In your community
- ▶ On your phone

DMV 2 Go

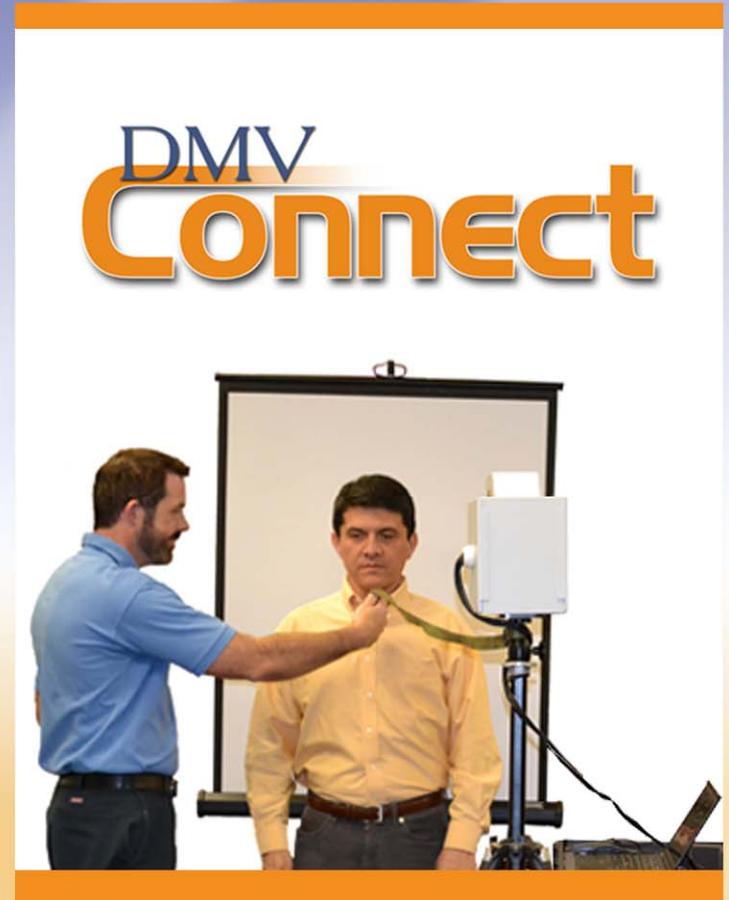
Five mobile offices travel the state to serve customers at places convenient to them.

DMV 2 Go



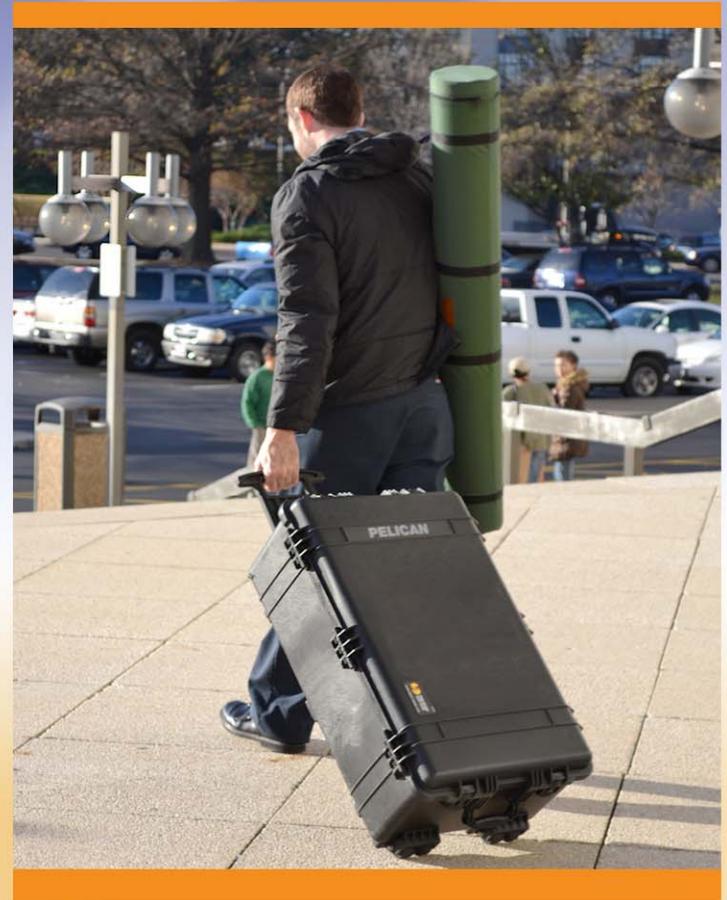
DMV Connect

- Partnership between DMV and the Virginia Department of Corrections
- Supports Governor Bob McDonnell's commitment to successful prisoner re-entry
- Employees use portable equipment to go inside correctional facilities to process ID cards for prisoners preparing for release



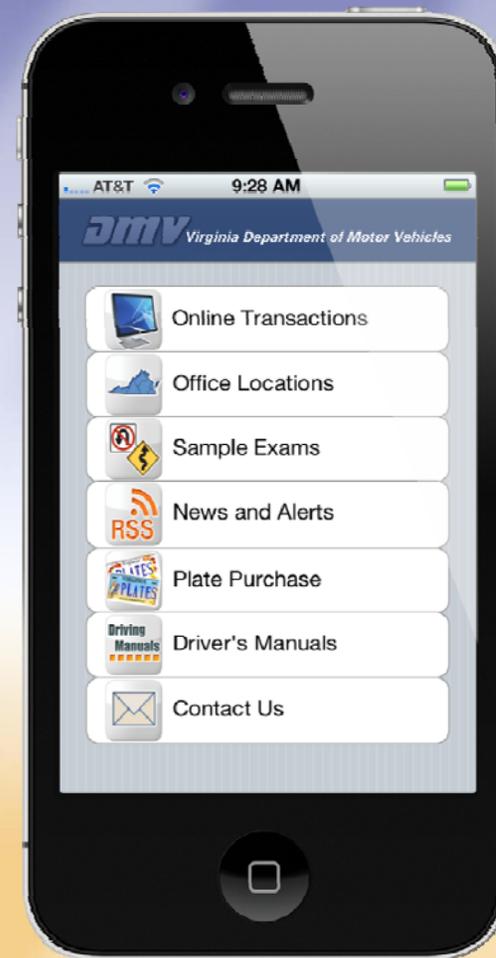
DMV Connect

- Presence in 12 of the state's correctional facilities by the end of this year
- 250 incarcerated inmates now have ID cards thanks to DMV Connect



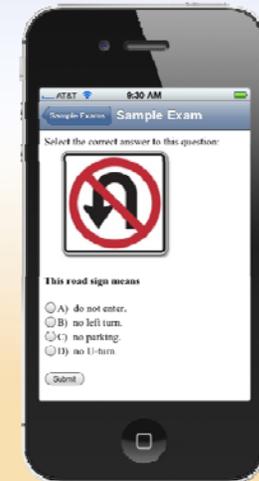
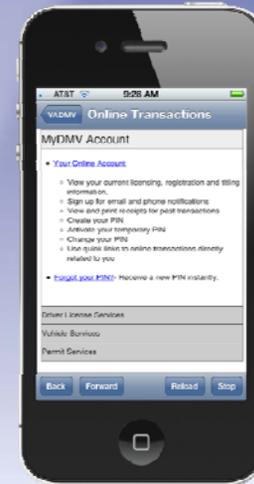
Mobile Apps

VirginiaDMV for Androids,
iPhones and iPads.



Mobile Apps

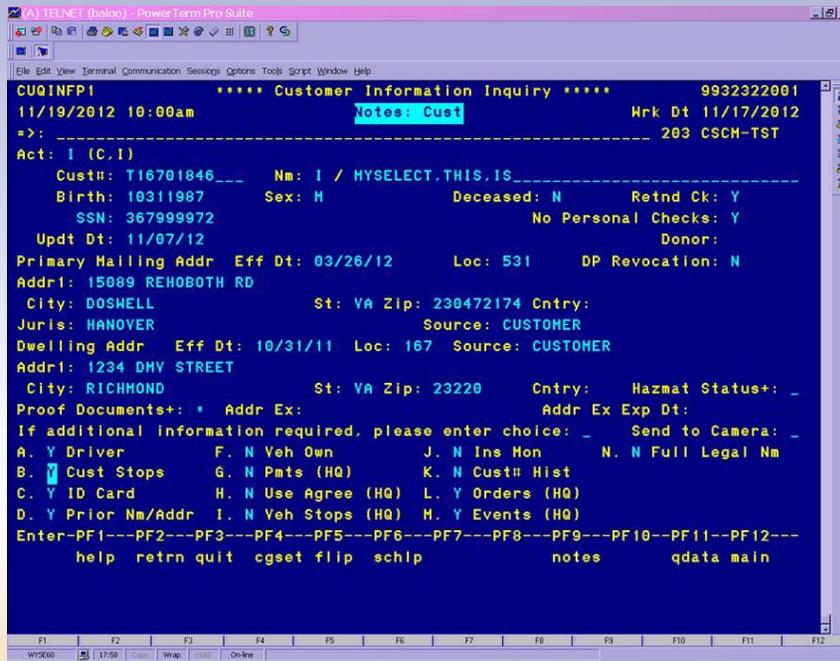
- More than two dozen transactions
- Office locator feature
 - Closest offices and wait times
 - Driving directions
- The driver's manual
- Sample knowledge exams



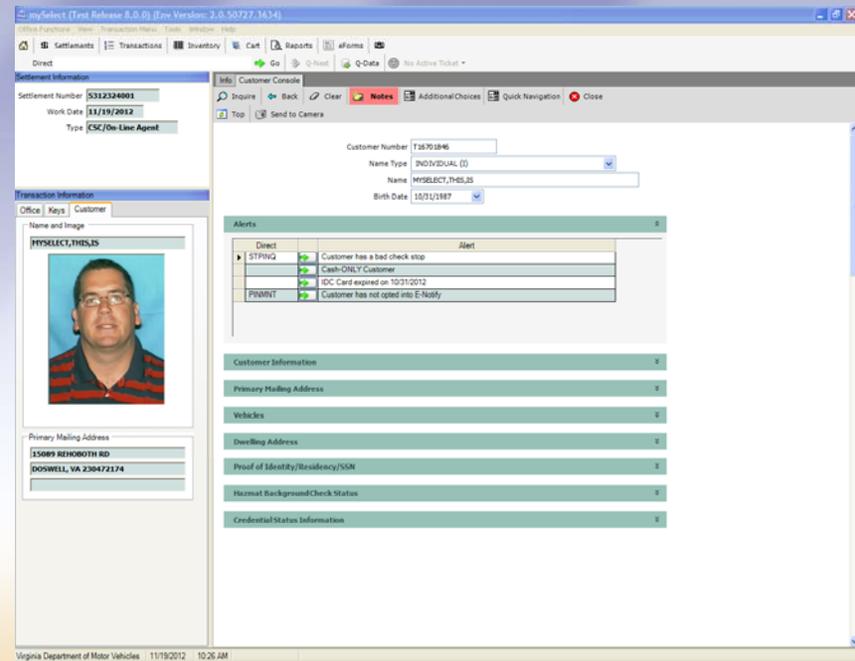
Maximizing Technology

- User-friendly application, MySelect
 - 360-degree view of the customer
 - Pre-programmed drop down boxes
 - Shopping cart feature
 - At this point, we have rolled the new system out to 10 of 80 offices.

Before



After



Successful First Visits

Using technology to streamline service

Electronic Verification of Vital Events (EVVE)

- Access vital records to verify identity
- Participating with 39 states

U.S. Passport Project

- In discussions to compare our driver database to the Passport office's
- Pre-populate legal presence for all Virginians with U.S. passports

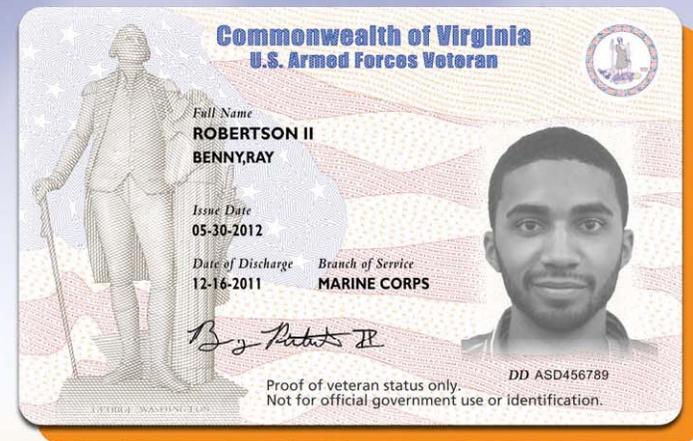
Veterans Outreach

- DMV is committed to Governor McDonnell's vision of Virginia as the most veteran-friendly state.
- Virginia is home to:
 - 800,000 veterans
 - 63,000 active-duty military
 - 20 major military installations



Virginia's Veterans ID Card

- Virginia veterans ID cards help veterans identify themselves to obtain retail discounts.
- DMV has issued more than 26,000 vet IDs.



Fort Lee DMV Office

DMV's 75th full service office opened in October at the Fort Lee military installation in Prince George County.

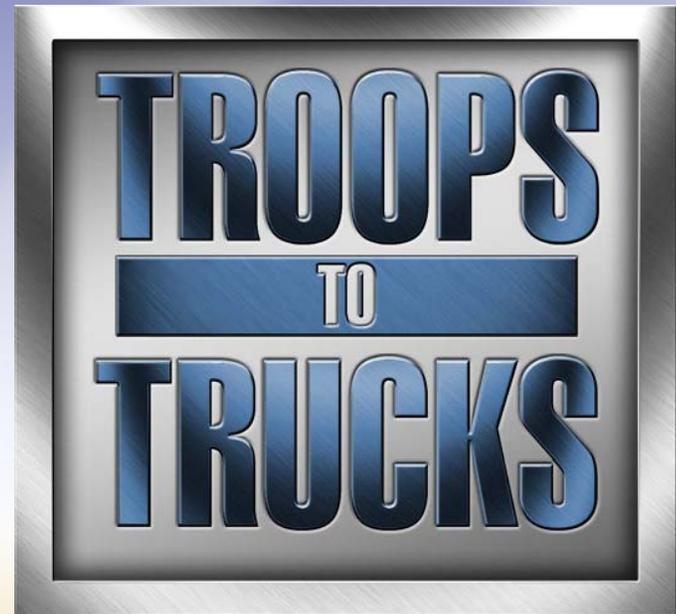
BLOOM BUILDING



Department of  Motor Vehicles

Troops to Trucks

- Fort Lee, Marine Corps Base Quantico, Fort Pickett and more
- Testing, training, credentialing, and potential jobs



DMV 2 Go On Base

- *DMV 2 Go* visits:
 - Military installations
 - Veterans hospitals
 - Military and veterans events



Visit the DMV Exhibit

2nd floor, booth 406/407

Until 6:30 p.m. tonight

7 a.m. to 5 p.m. Thursday

DMV 2 Go open through mid-morning Friday