

# DRIVER RECORD ONLINE PORTAL (DROP)

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DC DEPARTMENT OF MOTOR VEHICLES

# Concept



- Web-based platform that provides automated driver record information for DC DL's and CDL's
- Allows Employers and Regulatory Agencies to promote driver safety through ongoing review of driver records
- Government and Non-Governmental entities can enroll in the service and add drivers
- Driver records can be generated at various intervals and customized by type



# Business Case

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- Need for Process Improvement and System Automation
- High volume of requests for driver records
  - Manual Processing
- No standardized process for receiving requests and verifying customer information
- Time consuming and resource intensive
- Lengthy turn-around times

# Timeline Details

<b>Business Requirements</b>	<b>Development</b>	<b>Implementation</b>
3 – 4 Weeks	4 Months	March 2017

# System Administration



- Enrollment Process
- Authorized Users
- Monitored Drivers
- Driver Record Type & Frequency
- Fee Structure
  - Service is free for Government entities
  - Non-Government use is Fee-based



# User Profile

- 37 Entities (Government – 18, Non-Government – 19)
- Wide Range of Industries
  - Government Services
  - Transportation
  - Education
  - Legal
  - Landscaping
  - IT
- Largest user has over 650 drivers

# Driver Monitoring



- Unlimited number of drivers
- Frequency
  - Weekly
  - Bi-Weekly
  - Monthly
  - Quarterly
  - Bi-Annually
  - Yearly
- Driver Record Terms (3, 5, 10 years, Full)
- Email notifications for Suspensions/Revocations

# DROP Portal



Department of Motor Vehicles



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[Online Services](#)

[License and ID](#) ▾

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[Gabriel Robinson](#)  
Director

Driver Record Online Portal is available at the link below:

- [Driver Record Online Portal Registration \(For New Users\)](#)
- [Driver Record Online Portal \(For Existing Users\)](#)

During the enrollment process the following items are required to be submitted:

- Business License (Non-Governmental Entities Only)
- Agency/Company Letter on Official Letterhead

(Letter from Agency Director, Business Owner, or similar authorized agent designating an individual to register for and have access to the DC DMV Driver Record Online Portal)

- Company Charter/Annual Report/Financial Statement (Non-Governmental Entities Only)

Once enrollment has been approved by DC DMV, the employer will receive a username and password to access the online portal. Employer will be responsible for registering employees for monitoring and must possess appropriate authority and written authorization from its employees to obtain and monitor driving record information. Employers are automatically enrolled to receive notifications when driver records are ready for viewing based on the established intervals or when there is a change in the driver license status of an enrolled driver.

Information on how to read a driver record is available at the link below:


- [Learn How to Read a Driver Record](#)



# DROP Portal




- DMV Home
- Services
- Online Services
- License and ID
- Vehicle Services
- Ticket Services
- Business Services
- About DC DMV





Sign in to your account

[Forgot Password?](#) [Forgot Username?](#)

# DROP Portal

 Department of Motor Vehicles



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 MY ADMIN  Logout

Driver Record Online Portal (DROP)

Registered Drivers (1)

Search

Driver License Number ^	First Name	Last Name	Date of Birth	Monitor Frequency	Request Term		
<input type="checkbox"/>		DRIVER	11/16/1995	ONE-TIME ▾	FULL HISTORY ▾		

 Add Driver  Bulk Upload Drivers  Processed Driver Records  Ready for Pickup  Administration  Process Driver Record

# Analysis

## CHALLENGES

- Issues with adding/removing drivers
  - Bulk Upload
- Navigation Issues with Dashboard
- Issues with adding/removing Authorized Users
  - Verification Email Link
- Limited Notification Options
  - No Opt-out Function

## PLANNED ENHANCEMENTS

- Dashboard Redesign
- Improved Notification Management
- Enhanced Bulk Action Functionality
  - Printing, Records Processing, etc.
- Improved System Administrator Functionality
  - User Management
  - Driver Monitoring



# CONTACT INFORMATION

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