



DRIVER RECORD ONLINE PORTAL (DROP)

MARQUIS MILES, MANAGEMENT ANALYST

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

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

Timeline Details

Business Requirements	Development	Implementation
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
 - OIT
- Largest user has over 650 drivers

Driver Monitoring



- Frequency
 - •Weekly
 - oBi-Weekly
 - •Monthly
 - Quarterly
 - OBi-Annually
 - OYearly
- Driver Record Terms (3, 5, 10 years, Full)
- Email notifications for Suspensions/Revocations

DROP Portal



Department of Motor Vehicles



DMV Home Services Online Services License and ID ▼ Vehicle Services ▼ Ticket Services ▼ Business Services ▼ Forms About DMV ▼

Ask the Director

Agency Performance

<u>Amharic (አማርኛ)</u>

Chinese (中文)

French (Français)

Korean (한국어)

Spanish (Español)

<u>Vietnamese (Tiếng Việt)</u>



Gabriel Robinson
Director

Driver Record Online Portal is available at the link below:

- Driver Record Online Portal Registration (For New Users)
- <u>Driver Record Online Portal (For Existing Users)</u>

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 possesses 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:

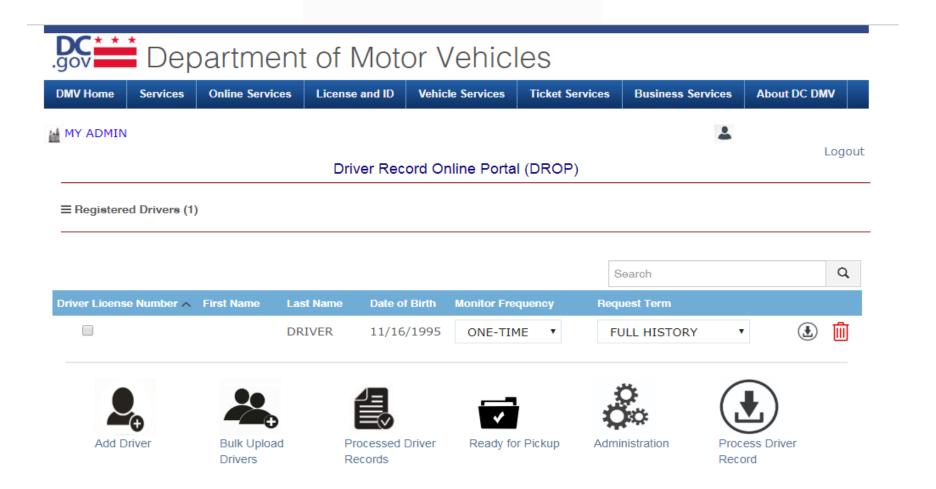
Learn How to Read a Driver Record

DROP Portal



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	Sign in to your account
۵	Enter your Email ID
≙	Enter your Password
Forg	ot Password? Forgot Username? Login >

DROP Portal



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
 - ONo 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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