



VITAL RECORDS

at DMV

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Challenges

- Statutory legal presence requirement for driver's licenses and identification cards
- Customers lacked documentation; often turned away
- Return visits
- Access to vital records was inconvenient or time-consuming

The Solution

- Leverage DMV statewide service footprint to increase instant access to vital records
 - 75 customer service centers
 - 5 mobile offices
- Senate Bill 1039 enacted in 2013
- Partnership born between DMV and Virginia Department of Health (VDH)

Win – Win – Win!

- DMV – serve customers on first visit; less unproductive churn
- VDH Division of Vital Records – reduced processing volumes, yet continued revenue
- Customer – Instant, convenient, efficient government service

Planning and Implementation

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Security and Integrity

- VDH emphasized stewardship of critical documents and issuance process
- DMV no stranger to secure credentials, systems, processes
- Collaboration and trust critical throughout project
- Project team of business and IT experts from each agency



Making It Happen

- System integration
- User access, controls
- Training
- Customer requirements
- Exception processing
- Revenue collection, disbursement
- Quality of DMV-printed certificates

Connecting Our Systems

- Developed a web service for communicating and transferring data
- Targeted, controlled user-based access
- Business rules embedded for accurate processing

DMV Process

- Application and ID from customer
- \$14 fee – \$12 vital record fee; \$2 DMV administrative fee to cover costs
- Data entry
- Web service queries VDH system for “match” or “no match”
- Match results in certificate printed at DMV
- Legal presence noted on customer record

Activity and Oversight

- 93% of DMV applications successful; printed on-site
- 7% require further research
 - Established secure scanning method to transmit documents to VDH
 - Once researched, VDH mails certificate to the customer within 24 hours
- Detailed audits track activity
- Document management system accessible by both agencies

Results

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Meeting Customer Needs

- Legal presence proof for license or ID
- Enroll in school or sports
- Obtain U. S. Passport
- Employment
- Housing
- Personal records



Testimonials

“I’m going to the Bahamas! This saved me \$100 in gas and the expediting fee. I need it by Monday. My husband was going to kill me!”

“She’s going into 6th grade. We need it for sports and school – for her future, I guess you could say. I’m so glad I’m in and out of here.”

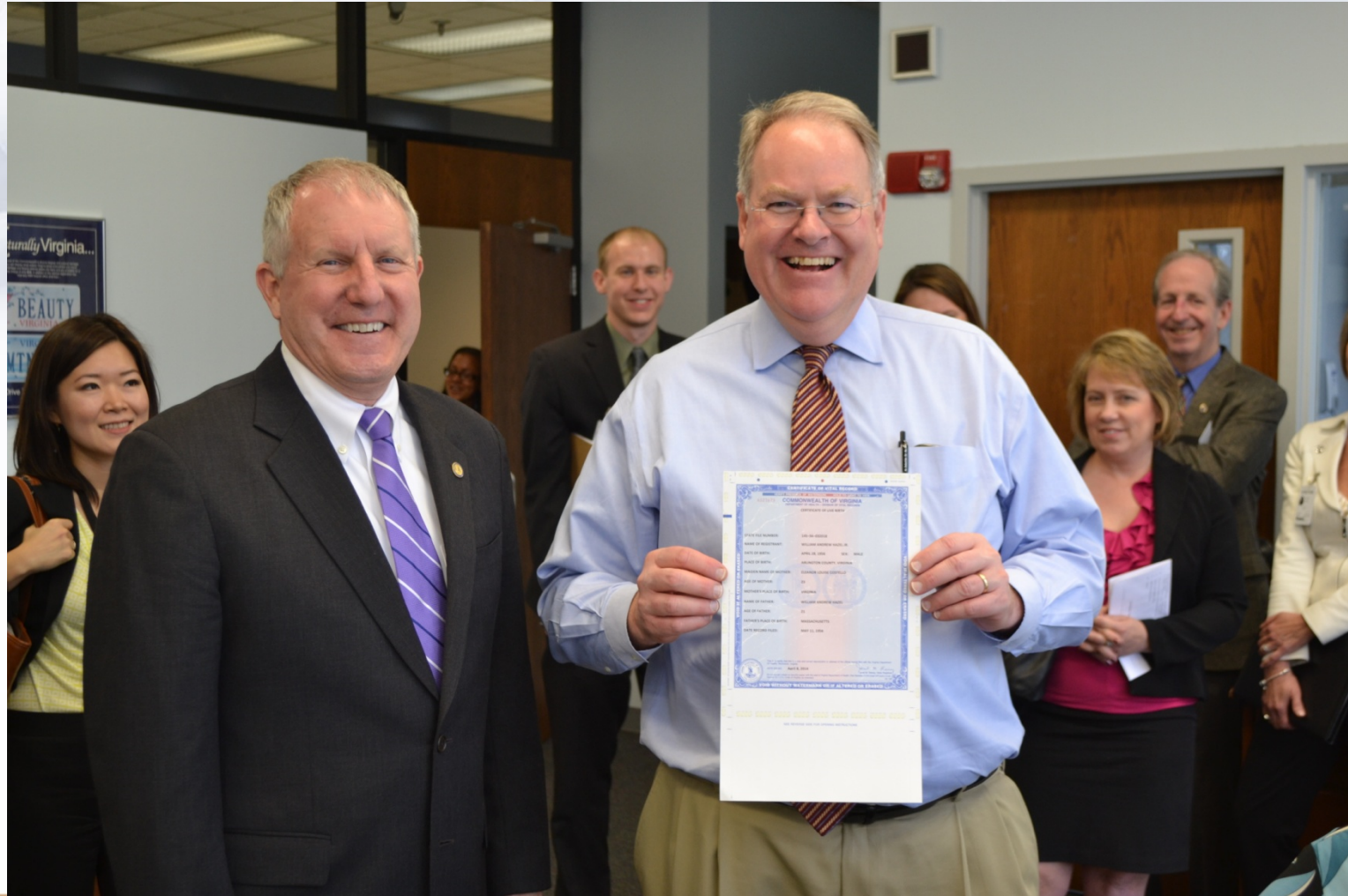
Effective Government

- Implemented a creative, efficient solution
 - Combines agencies' resources and expertise
 - Benefits both agencies and customers
- Government should work for its citizens regardless of where they live

“Just makes sense.”



Satisfied Customers



Success Story

- Since March 2014, DMV issued 150,000 certificates
- Beginning August 2015, DMV will issue death, marriage and divorce certificates statewide

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