Report on the Response of the Department of Motor Vehicles to the Impact of the Aging of Virginia's Population

Pursuant to *Code of Virginia* § 2.2-5510 and 51.5-136, the Virginia Department of Motor Vehicles submits this report of its progress in addressing the impact of the aging of Virginia's population.

For additional information, please contact Millicent Ford, DMV Director of Driver Services, who is the designated agency official responsible for reviewing policy and programs and accommodating the interests of older adults and adults with disabilities under *Code of Virginia* § 2.2-604.1. Millicent can be reached at 804-367-2454 or Millicent.Ford@dmv.virginia.gov.

Respectfully submitted,

11/14/2014

Signature

Date

Richard D. Holcomb
Commissioner

Agency Description

Mission
To promote security, safety and service through the administration of motor vehicle and tax-related laws.

Vision
Peak performance - everyone, every time

Responsibilities
The Department of Motor Vehicles (DMV) is established under § 46.2-200 of the *Code of Virginia* as an executive branch agency responsible to the Secretary of Transportation. The statute authorizes DMV and its Commissioner to administer Virginia's laws related to motor vehicle licensing, titling and registration, and driver examination and licensing. In addition, DMV is responsible for maintenance of driver and vehicle records, monitoring of Virginia's trucking industry, collection of fuels tax, and administration of highway safety grants and programs.

Customer Base
Virginia has a customer base of 5.7 million active licensed drivers, more than 380,000 ID card holders and 7.8 million active registered vehicles. In addition, DMV serves motor carrier operators, driver training and improvement clinics, motor vehicle dealers and sales persons, safety grant recipients, and fuels and car rental tax licensees.

Service Outlets
DMV operates 75 full-service customer service centers (CSCs), 13 fixed, 12 mobile, and one satellite motor carrier service center (weigh stations), and maintains a fleet of five *DMV 2 Go* mobile customer service centers.

In addition, DMV offers more than 30 services on the Internet at www.dmvNOW.com. Customers also receive services over the phone, through the mail, and from 54 DMV Select agents (local governments and private businesses around the Commonwealth that contract with DMV to provide a limited range of vehicle-related services).

Revenue and Budget
DMV's annual operating budget is $223 million. In FY14, DMV collected $2.3 billion in revenue for the Commonwealth, the majority of which is transferred to VDOT for highway maintenance. DMV's major revenue sources include vehicle registration fees, vehicle titling fees, driver's license fees, informational product fees, reinstatement fees, personalized and special plate fees, motor fuels taxes, and rental taxes.

Executive Summary

The Virginia Department of Motor Vehicles (DMV) provides driver licensing and vehicle titling and registration services to all Virginia residents. The agency is committed to providing convenient, courteous, and efficient service to meet the needs and expectations of all of its customers, regardless of age.

Customer accessibility to service is a priority for DMV. DMV has 75 full-service customer service centers, 54 DMV Select offices that conduct vehicle transactions, and a growing outreach program, *DMV 2 Go* and DMV Connect, that brings service directly to customers living in underserved areas or who may have difficulty accessing DMV's brick and mortar facilities. DMV also provides services via mail, telephone, web, mobile apps and social media. With a full complement of in-person and alternative service options, DMV is effectively positioned to continue meeting the service needs of all of its customers well into the future.

DMV's services for the aging are largely integrated within its routine credentialing functions; however, the following DMV programs more specifically address the needs of customers age 60 and older:

- DMV provides support to the Virginia Department for Aging and Rehabilitative Services in the form of a grant for the GrandDriver program. GrandDriver is an educational resource designed to provide Virginians with information and links to services for staying safe and mobile as they age.

- DMV's Medical Review Program focuses on drivers, regardless of age, who have a physical or mental condition that impairs their ability to safely operate a motor vehicle. However, many of the drivers reviewed are senior citizens who have health concerns and issues. In addition to self-reporting by drivers, DMV relies on information provided by licensed medical professionals, law enforcement, judges, relatives, concerned citizens, and other reliable sources to identify drivers who may be unable to safely operate a vehicle. DMV reviews each case before taking action. DMV's goal is to allow individuals to drive for as long as they can safely operate a vehicle.

- DMV Connect is a program that takes DMV service directly to the customer. Two teams of DMV employees conduct visits to correctional facilities, assisted living facilities, nursing homes, homeless shelters, rehabilitative centers, and veteran events, to offer customers the opportunity to obtain Virginia identification cards.

- DMV also has a fleet of six mobile customer service centers that serve Virginians at convenient locations across the state in a program called "*DMV 2 Go*." These vehicles, which were purchased on the secondary market and refitted, are deployed primarily to underserved areas where it would not be cost-effective for DMV to maintain a brick and mortar office.

- DMV publishes a variety of "senior-friendly" publications for use by consumers, law enforcement, judges and other stakeholders regarding detection of at-risk drivers, awareness of DMV's Medical Review process, and resources and information for mature drivers.

In January of 2013, as directed by the Chairmen of the House and Senate Transportation Committees, DMV established a stakeholder group to study "whether the Commonwealth should adopt additional objective criteria in current license renewal requirements as a means of assessing mature drivers' continued capability to remain active, safe, independent and mobile on the road as they age." A group of over 40 stakeholders participated in the study, and their recommendations addressed three areas: Driver Licensing, Medical Review, and Outreach and Education.

One of the most significant results of the study was the passage of legislation amending §46.2-330 of the *Code of Virginia*. Effective January 1, 2015, the statutory age for mandatory in-person license renewal for mature drivers will be lowered from age 80 to age 75, and licenses issued to persons age 75 or older will be valid for no more than five years, as opposed to the current eight year license.

Additionally, Section 46.2-345 of the *Code of Virginia* allows citizens age 70 and older to exchange a valid Virginia driver's license for a special identification card at no fee. As recommended by the Mature Driver Study committee, DMV has enhanced the convenience of this credential exchange, providing customers with the option to conduct this transaction online, by phone or by mail in addition to visiting a DMV customer service center.

Many other recommendations were generated during the study to address specific issues within the three areas of focus. These recommendations provide a valuable strategic framework for DMV to continue addressing the transportation safety concerns of Virginia's aging population. (The complete report can be found at: http://leg2.state.va.us/DLS/h&sdocs.nsf/5c7ff392dd0ce64d85256ec400674ecb/61e49ff4b0fa765485257c37007334b0?OpenDocument)

DMV will continue to monitor research, statistical trends and best practices related to mature driver safety. DMV, as well as other local, state and federal agencies should proactively look beyond and across organizational boundaries for partnership opportunities to further streamline and enhance services to older Virginians.

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1. If your agency has undertaken any actions to respond to the current and future impact of an aging population, such as needs assessments, strategic planning, or use of best practices, please briefly describe those actions. Please indicate what assistance from DARS could help your agency as it prepares to serve an aging Virginia population.

DMV serves all Virginia citizens who apply for and hold driver licenses and vehicle titles and registration credentials. The agency's goal is to provide convenient, courteous and efficient service to meet the needs and expectations of all of its customers, regardless of age. When developing agency strategic plans and implementing new service initiatives and programs, DMV takes into consideration any potential impacts on older customers who may have unique needs to ensure we provide an effective level of customer service to citizens across the Commonwealth.

In January of 2013, Chairman Joe May, House Transportation Committee, and Chairman Stephen Newman, Senate Transportation Committee, called upon DMV to establish a stakeholder group to study "whether the Commonwealth should adopt additional objective criteria in current license renewal requirements as a means of assessing mature drivers continued capability to remain active, safe, independent and mobile on the road as they age." In addition to this charge, DMV was tasked with reviewing amendments to the federal Highway Safety Program Guidelines: Highway Safety Program Guideline No. 13 Older Driver issued by the U.S. Department of Transportation's National Highway Traffic Safety Administration (NHTSA) in conjunction with current DMV data and practices. For purposes of this study, older drivers were defined as those drivers age 65 and older.

DMV staff assembled a group of over 40 stakeholders from the medical profession, elder care industry, state agencies, state colleges and universities law enforcement, safety and special interest groups, insurance industries, and concerned citizens. Recommendations from this study addressed three areas: Driver Licensing, Medical Review, and Outreach and Education. Specific study recommendations and actions implemented by the General Assembly, DMV and the Mature Driver Committee are outlined in more detail in DMV's responses below.

DARS has been proactively involved throughout the course of the Mature Driver Study. DARS representatives participated on the Executive Oversight team and continue to actively participate on the Mature Driver Outreach and Education Committee. As issues arise in the future regarding driving safety for older Virginians, DMV and DARS will continue to partner and develop strategies for addressing these issues.

2. Briefly describe your agency's services that are used primarily by older Virginians and the funding streams (types and amounts) that support those services. If these particular services or funding streams are provided in conjunction with other state or local agencies or other for profit or non-profit organizations, please list them.

DMV provides driver licensing and vehicle titling and registration services to Virginia citizens as provided in the *Code of Virginia*. DMV services for the aging are largely integrated with routine service offerings, as outlined below. DMV funding is comprised of various fees and taxes that are assigned to different activities. DMV manages these resources through the Motor Vehicle Special Fund.

DMV requires applicants age 80 and older to visit DMV in person to renew their driver's license, including taking the standard DMV vision test or presenting a vision report from their eye care practitioner. This is administered in accordance with *Virginia Code* § 46.2-330 which prohibits DMV from renewing any driver's license or learner's permit issued to an applicant age 80 and older unless the applicant "appears in person and either (i) passes a vision examination or (ii) presents a report of a vision examination, made within 90 days prior thereto by an ophthalmologist or optometrist, indicating that the applicant's vision meets or exceeds the standards contained in *Virginia Code* § 46.2-311."

As recommended by the Mature Driver Study committee, two amendments to §46.2-330 become effective January 1, 2015, including 1) lowering the statutory age for mandatory in-person license renewal for mature drivers from age 80 to age 75, and 2) requiring that licenses issued to persons age 75 or older be valid for no more than five years, as opposed to the current eight year license.

These provisions do not require any driver to retake a road test or written test, it merely requires that they renew in person every five years and take the vision test, which is the standard for all individuals renewing in person. It does not impact the validity period of currently-held licenses. The cost of a license is $4 per year, and since the validity period is shorter, the five year license will cost $20 as opposed to $32 for an eight year license.

New legislation also provides judges with the option to order mature drivers to take a mature driver motor vehicle crash prevention course when adjudicating defendants. The mature driver motor vehicle crash prevention course for persons age 55 and older has existed for several years in Virginia. Three curriculum providers are currently approved by DMV to offer this course.

Section 46.2-345 of the *Code of Virginia* allows citizens age 70 and older to exchange a valid Virginia driver's license for a photo identification card at no fee. As recommended by the Mature Driver Study committee, DMV has enhanced the convenience of this credential exchange, providing customers with the option to conduct this transaction online, by phone or by mail in addition to visiting a DMV customer service center.

DMV also provides support to the Virginia Department for Aging and Rehabilitative Services in the form of a grant for the GrandDriver program. The grant award for FY15 is $194,762. GrandDriver is an educational resource designed to provide Virginians with information and links to services for staying safe and mobile as they age. Grant activities include coordinating and hosting Car Fit events to offer older adults the opportunity to check how well their personal vehicles "fit" them; coordinating the older driver assessment program; participating in conferences, workshops, and health expos to promote GrandDriver and safe driving practices for mature drivers; and working with a marketing firm to develop and implement a “call to action” safety awareness message for mature drivers, caregivers, and the medical community.

3. Identify current agency programs specifically designed to serve older Virginians that fall into any of the following eight categories:

- **Health Care/Wellness**
- **Education**
- **Public Safety (including Adult Abuse Prevention)**
- **Recreation**
- **Housing**
- **Accessibility (including Livable Communities http://www.vadrs.org/vblc/)**
- **Financial Security**
- **Transportation**

The following programs serve seniors in the categories of Health Care/Wellness, Public Safety, Accessibility and Transportation:

The GrandDriver grant, described in detail in the response to question two, is a primary mechanism for serving older Virginians in the areas of safety and transportation.

DMV’s Medical Review Program ensures the safety of Virginians on the road. The primary focus is on drivers, regardless of age, who have a physical or mental condition that impairs their ability to safely operate a motor vehicle. Many of the drivers reviewed are senior citizens who have health concerns and issues. In addition to self-reporting by drivers, DMV relies on information provided by licensed medical professionals, law enforcement, judges, relatives, concerned citizens, and other reliable sources to identify drivers who may be unable to safely operate a vehicle. DMV reviews each case before taking action. DMV’s goal is to allow individuals to drive for as long as they can safely operate a vehicle.

DMV staff also routinely makes presentations to interested parties and groups (i.e., law enforcement, physicians, pharmacists and other allied health professionals) to create better awareness and understanding of the Medical Review process.

DMV offers two programs designed to reach citizens of Virginia, including older drivers, who may experience difficulty accessing a DMV customer service center.

DMV Connect is a program that began as a partnership between the Department of Corrections and DMV to provide Virginia identification cards to offenders being released from state correctional facilities. This service is an important first step to inmate re-entry for obtaining a job and a place to live, and the team routinely visits correctional facilities across the state. DMV Connect has expanded its scope of service to include visits to assisted living facilities, nursing homes, homeless shelters, rehabilitative centers, veterans events, as well as Tangier Island, facilitating access to DMV identification card services for Virginia citizens at these locations. DMV Connect, to date, has issued over 7,600 credentials around the Commonwealth.

DMV also has a fleet of six mobile customer service centers that serve Virginians at convenient locations across the state in a program called "*DMV 2 Go*." These vehicles, which were purchased on the secondary market and refitted, are deployed primarily to underserved areas where it would not be cost-effective for DMV to maintain a brick and mortar office. All units except for one are handicapped accessible.

The units are also sent to major events (fairs, festivals, sporting events, large industry relocations, troop deployments and returns, etc.), and during disaster recovery efforts, to aid individuals who may have lost critical credentials. To-date, *DMV 2 Go* units have visited every county and city in the Commonwealth. This program is yet another avenue for enhancing customer accessibility to our services.

4. Is your agency able to meet all of the service demands of older Virginians for the services listed above? If there are any instances where the demand for services exceeds your agency's ability to meet the demand, please indicate the service and the extent of the unmet demand. Also, if your agency maintains waiting lists for services, please provide this information, including the waiting list numbers for each service.

With its extensive customer service footprint, DMV effectively meets the service demands of citizens across Virginia, regardless of age. DMV does not have waiting lists for any of our services for older Virginians.

5. Provide the number of persons, by gender if available, who received services from the agency in each of the past five state fiscal years (FY 2010 through FY2014) who fell into the following age ranges: 60-64; 65-74; 75-84; and 85 and older. If your agency lacks specific information about the numbers of older Virginians it serves but has other evidence indicating that it is serving more or fewer older Virginians than it has in the past, please describe the basis for that estimation.

By defining mature drivers as 60 and older, the chart below shows the growth in the percentage of mature drivers over the past five years:

Regular (Non-Commercial) Licensed Drivers						
Age	**FY2010**	**FY2011**	**FY2012**	**FY2013**	**FY2014**	**% Increase FY2010 - FY2014**
Licensed Drivers, 60 and older	1,177,468	1,222,561	1,264,680	1,310,083	1,382,771	17%
Total All Licensed Drivers	5,182,420	5,246,664	5,321,832	5,389,569	5,507,142	6%
Licensed Drivers, 60 and older, % of Total	**23%**	**23%**	**24%**	**24%**	**25%**	

The number of regular licensed drivers, 60 and older, increased by 17 percent over the past five years compared to only a 6 percent increase in the total number of regular licensed drivers. During the same time period, the percentage of regular licensed drivers who are 60 and older increased from 23 to 25 percent.

Commercial Licensed Drivers						
Age	**FY2010**	**FY2011**	**FY2012**	**FY2013**	**FY2014**	**% Increase FY2010 - FY2014**
CDL Drivers, 60 and older	44,092	46,677	46,523	46,613	59,051	34%
Total All Licensed CDL Drivers	219,927	220,381	216,648	213,196	261,921	19%
Licensed Drivers, 60 and older, % of Total	**20%**	**21%**	**21%**	**22%**	**23%**	

The number of commercial licensed drivers, 60 and older, increased by 34 percent over the past five years compared to a 19 percent increase in the total number of commercial licensed drivers. During the same time period, the percentage of commercial licensed drivers who are 60 and older increased from 20 to 23 percent.

See Attachment 1 for a more detailed breakdown of the total drivers by age and gender.

As part of the 2013 Mature Driver Study, DMV compiled data regarding the growth of the driving population in Virginia that is age 65 and older. A 2011 census estimate projected that there were approximately 1,011,063 persons who were age 65 or older (12.5 percent of the population) in the Commonwealth of Virginia. DMV customer records indicate that mature drivers compose approximately 16.1 percent of all licensed drivers in the Commonwealth. Based on the 2011 population estimate it is anticipated that Virginia's 65 and older driving population will increase by three percent every 10 years, through 2030.

6. Referring to the services or funding you described in item two, describe any services or funding provided to older Virginians for which the accessibility or availability varies considerably in different parts of the Commonwealth.

DMV's goal is for every Virginia resident to be within a 30-minute drive of DMV service. To meet this goal, DMV has an extensive service footprint across the state to ensure DMV services are available and easily accessible to all customers, including older Virginians.

DMV's service outlets include:

- 75 customer service centers
- Five *DMV 2 Go* mobile service centers
- 54 DMV Select locations (contractual partners that conduct vehicle work)
- Three DMV Direct call centers
- Two DMV Connect teams
- www.dmvNOW.com website offering over 30 online transactions, 24 hours a day, seven days a week
- Apps for smart phones and tablets
- Social media program

Through this array of service options, DMV provides an effective, consistent level of customer service across the Commonwealth.

7. Over the next five to 10 years, in what ways do you anticipate that an aging population will impact your agency's services, funding streams, or policies? Consider the impact from an increase in the number of older Virginians and whether the needs of older Virginians will differ from those of today's older adults. Please include any anticipated impacts upon the cost of services, changes in type of services or the manner of service delivery, or modifications to agency policies, staffing needs, or procedures.

With the anticipated increase in the number of older Virginian's, DMV will have to monitor the potential need for additional staff for our Medical Review program.

In addition, the agency will see a greater influx of in-person customers as a result of the increasing mature driver population, the new legislation lowering the age for mandatory in-person renewal to age 75, and shortening the renewal cycle for customers 75 and older. DMV hopes to offset this increase in customer volumes in the service centers by continuing to transition more and more customers to online services; however, the agency will need to monitor the potential impact on service center staffing needs.

With the ever-increasing reliance on mobile technology, the Baby Boomer generation is becoming more technically savvy. As this generation ages over the next ten years, DMV anticipates that Virginians age 60 and over will be more inclined than today's older adults to conduct their DMV transactions online. DMV's long term strategy to ensure statewide accessibility to DMV's in-person services (75 service centers, DMV Selects, expansion of mobile and DMV Connect services) while also expanding online service offerings, should continue to effectively meet the needs of older Virginians in the future.

DMV will continue to monitor federal, state and other research studies related to older driver safety. In addition, the Mature Driver Study Education and Outreach Committee will continue to meet and discuss pertinent issues, and DMV will continue to partner with DARS and other stakeholders to effectively address older driver safety concerns.

8. Please describe the primary steps that should be taken at the federal, state, or local levels to meet the future demands of older Virginians and to make services delivery more effective and efficient.

Federal, state and local government agencies should continue to look across organizational boundaries and seek partnership opportunities to streamline services to older Virginians. Government agencies also need to think differently and creatively to develop and support non-traditional service models that better address the needs of mature drivers and all older Virginians.

Federal, state and local government transportation agencies should continue to proactively monitor statistical trends that relate to mature driver safety including:

- motor vehicle crashes
- survivability of crashes
- health issues impacting the ability to drive safely
- new developments in medical treatments that facilitate mobility
- factors in crash causation, i.e. strokes, chemotherapy

The National Highway Transportation Safety Agency (NHTSA) should provide states with additional information regarding effective transportation safety countermeasures and should continue to facilitate the sharing of best practices and guidelines among states for enhancing mature driver safety.

9. Identify the extent to which your agency provides "customer-oriented" publications and websites that are designed to be "senior-friendly." If the information you currently provide is not readily accessible to older Virginians, please identify any steps your agency is taking to improve their access to this information.

DMV provides a variety of consumer oriented publications for issues facing Virginia's seniors. These publications include:

- *Medical Fitness for Safe Driving* pamphlet – provides an overview of the Medical Review process
- dmvNOW.com *Mature Drivers* webpage – provides a wealth of information and links to resources and publications to meet the changing needs of mature drivers
- *Turning 80? Come See Us at DMV!* pamphlet – provides information about the vision screening requirements for drivers 80 and older. This pamphlet will soon be updated to reflect the legislative changes effective January 1, 2015.
- *GrandDriver.net* website – As recommended in the Mature Driver Study, this website has been reinvented to serve as the central hub for messages and resources for mature drivers, their families and stakeholder organizations including the medical and allied health professions community, law enforcement and the judiciary.
- As recommended in the Mature Driver Study, DMV also has developed the *Red Flags of Medically At-Risk Drivers* observational checklist specifically for law enforcement officers to help them identify drivers who may pose a safety risk during a traffic stop, i.e. drivers demonstrating memory loss, Alzheimer's or dementia. In addition, DMV has requested that the Department of Criminal Justice Services' incorporate information into its law enforcement training curriculum about detecting at-risk drivers, referring these drivers for DMV Medical Review, and providing information to assist mature drivers. DMV has even provided its own customer service center staff with a user friendly checklist to use to observe customers when conducting transactions.

10. Describe any other services or programs that your agency plans to implement in the future to address the impact of the aging of Virginia's population.

Listed below are some additional recommendations from the Mature Drivers Study that are currently in progress or will be implemented in the near future. (The complete report can be found at the following link: http://leg2.state.va.us/DLS/h&sdocs.nsf/5c7ff392dd0ce64d85256ec400674ecb/61e49ff4b0fa765485257c37007334b0?OpenDocument)

- Implementing the use of functional capacity assessment through use of cognitive tests during DMV's Medical Review process for drivers referred for cognitive issues under DMV's current statutory authority.

- Monitoring customers who undergo functional capacity assessments to determine if future crashes and convictions occur after they successfully complete medical review
- Reaching out to medical schools to encourage medical schools to integrate information about mature driver safety into their curricula
- Continuing to examine and create a means for electronic submission of DMV required forms.
- Implementing a means to electronically report customer referral to and completion of a mature driver motor vehicle crash prevention course and integrating course referral and completion data fields into the driving record and driving transcript.
- Enhancing training programs for DMV Medical Review staff and medical and allied health professionals and developing continuing education courses for health care providers
- Publishing a column about GrandDriver and the DMV medical review process in Department of Health and Department of Health Professions newsletters as well as in medical associations and other health care association publications

DMV is also exploring new service center design concepts that may better meet the unique needs of specific customer groups. These concepts include improved service counter configurations to enhance the service experience at the teller window for elderly or disabled customers.

DMV is also currently working with state agencies and research universities to discuss testing of autonomous vehicles in Virginia. Self-driving cars will be the next revolution in the auto industry. There are a variety of potential applications for these vehicles to enhance quality of life for older individuals and help them maintain their independence longer, in addition to improving overall highway safety. DMV and industry stakeholders will continue to explore these issues and the implications for older drivers.

11. Please indicate if your agency is experiencing an increase in employees retiring later and describe any actions your agency is taking or plans to take to accommodate its aging workforce with innovative practices.

The average retirement age for DMV employees has varied between 60 and 63 over the past five years (see chart on the next page). Similar to many other government organizations, DMV recognizes that it is facing the loss of experienced professionals. Approximately 30 percent of DMV's mid to senior-level staff are eligible to retire within the next five years.

Fiscal Year	# Employees Retired	Average Age	Average Years of Service	Retirement Rate
FY2010	63*	60	33	3.5
FY2011	43	62	31	2.5
FY2012	54	61	37	2.9
FY2013	42	62	30	2.1
FY2014	48	63	24	2.7

*22 employees were laid off

DMV has been planning for these departures since 2008 by developing a succession plan. The goals of DMV's succession plan include identifying critical agency positions and the key competencies of these positions, ensuring continuity of leadership, developing a cadre of leaders whose competencies align with DMV's strategic mission, and creating an employee pool that meets the needs of the agency and works within existing state personnel regulations.

To meet these goals, DMV has established several employee development programs including a ten month selective Executive Leadership Program, a Management Development Program for managers and supervisors, as well as a Professional Development Program open to all employees. These programs offer employees throughout the agency the opportunity to enhance their knowledge, skills and abilities and prepare them for promotional opportunities. A new management level class has been added this year which guides managers in evaluating staff potential and developing staff to assume key positions.

Additionally, DMV will soon be conducting employee and customer satisfaction surveys to gain a better understanding of their needs and expectations. One factor that DMV will examine more in depth is the impact of age on a customer's or employee's perceptions of the agency and their satisfaction levels.

As part of an upcoming internal strategic planning process, DMV will be developing strategies for offering continuous education to employees about generational differences. DMV currently offers a "Navigating the Generations" class as part of the Professional Development Program and discusses generational differences in its diversity classes. The agency will seek to expand its formal training offerings to further emphasize the importance of generational differences and how these differences impact productivity and the effectiveness of interactions between co-workers and customers.

Virginia Department of Motor Vehicles
November 14, 2014
Attachment 1

This chart reflects the number of older Virginia drivers, by age and gender, holding a **regular (non-commercial) driver license** on July 1st of each year from FY2010 through FY2014, and the percentage increase in the number of these drivers from FY2010 to FY2014:

Non-Commercial Drivers*									
	FY2010			FY2011			FY2012		
AGE	Male	Female	Total	Male	Female	Total	Male	Female	Total
60-64	183,837	209,616	393,453	191,226	220,451	411,677	189,185	219,232	408,417
65-74	225,132	253,849	478,981	233,095	263,887	496,982	251,492	285,348	536,840
75-84	110,418	131,177	241,595	113,506	133,772	247,278	115,485	135,442	250,927
85 and older	27,958	35,481	63,439	29,209	37,415	66,624	29,959	38,537	68,496
TOTAL	547,345	630,123	1,177,468	567,036	655,525	1,222,561	586,121	678,559	1,264,680

Non-Commercial Drivers*									
	FY2013			FY2014			% Increase FY2010-FY2014		
AGE	Male	Female	Total	Male	Female	Total	Male	Female	Total
60-64	191,518	222,593	414,111	197,075	229,830	426,905	7%	10%	9%
65-74	265,574	302,270	567,844	282,107	321,637	603,744	25%	27%	26%
75-84	118,550	138,883	257,433	124,665	146,425	271,090	13%	12%	12%
85 and older	30,859	39,836	70,695	34,711	46,321	81,032	24%	31%	28%
TOTAL	606,501	703,582	1,310,083	638,558	744,213	1,382,771	17%	18%	17%

*Excludes customers with stops, expired licenses, learner's permits and ID cards.

Virginia Department of Motor Vehicles
November 14, 2014
Attachment 1

This chart reflects the number of older Virginia drivers, by age and gender, holding a **commercial driver license** on July 1st of each year from FY2010 through FY2014, and the percentage increase in the number of these drivers from FY2010 to FY2014:

Commercial Driver's Licenses*									
	FY2010			FY2011			FY2012		
AGE	Male	Female	Total	Male	Female	Total	Male	Female	Total
60-64	17,963	2,583	20,546	19,054	2,761	21,815	18,774	2,715	21,489
65-74	17,398	2,362	19,760	18,187	2,516	20,703	18,441	2,580	21,021
75-84	3,280	374	3,654	3,583	426	4,009	3,455	411	3,866
85 and older	121	11	132	138	12	150	136	11	147
TOTAL	38,762	5,330	44,092	40,962	5,715	46,677	40,806	5,717	46,523

Commercial Driver's Licenses*									
	FY2013			FY2014			% Increase FY2010-FY2014		
AGE	Male	Female	Total	Male	Female	Total	Male	Female	Total
60-64	18,770	2,739	21,509	24,969	3,032	28,001	39%	17%	36%
65-74	18,417	2,632	21,049	23,393	2,761	26,154	34%	17%	32%
75-84	3,496	421	3,917	4,210	492	4,702	28%	32%	29%
85 and older	125	13	138	172	22	194	42%	100%	47%
TOTAL	40,808	5,805	46,613	52,744	6,307	59,051	36%	18%	34%

*Excludes customers with stops, expired licenses, learner's permits and ID cards.