

REPORT ON THE RESPONSE
OF THE VIRGINIA
DEPARTMENT OF MOTOR VEHICLES
TO THE IMPACT OF THE
AGING OF VIRGINIA'S POPULATION

DECEMBER 18, 2007

December 18, 2007

To: Virginia Department of Aging

Pursuant to legislation enacted by the Virginia General Assembly of Virginia, the Virginia Department of Motor Vehicles submits this report of its progress in addressing the impact of the aging of Virginia's population.

If you have any questions, or require additional assistance please contact Jeff Ryan at jeff.ryan@dmv.virginia.gov or 804-367-1173.

Respectfully submitted,

//signed//

D.B. Smit

Virginia Department of Motor Vehicles Aging Report

Background

This report addresses the requirements as outlined by the Secretary of Health and Human Resources relative to HB 110 and HB 2624. The Virginia Department of Motor Vehicles has a key role in serving Virginia's aging population as it grows and citizens seek to maintain motoring credentials later in life. This report has been updated to reflect the most current information and address new issues as presented in question five.

Agency Description

DMV promotes Security, Safety, and Service through the administration of motor vehicle and tax related laws. DMV provides an array of services through a multitude of delivery channels to include the phone, internet, mail, DMV Selects, and our Customer Service Centers. These services and delivery channels are geared to meet the needs of Virginians no matter where they live.

Reporting Requirements

- To the extent such data is available, the number of persons who received services from the agency in the past fiscal year who fell into each of the following age ranges: 65-74; 75-84; and 85 and older. If the agency can provide data that compares such numbers to numbers of senior citizens served in the past, please do so. If the agency lacks specific information about the numbers of senior citizens it serves, but has other evidence indicating that it is serving more or fewer senior citizens than it has in the past, please describe the basis for that estimation.**

Regular Driver's Licenses

Age	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007
65-74	366,550	375,252	377,598	385,631	395,399	403,590	418,074
75-84	207,241	214,538	218,356	223,126	229,955	229,750	232,750
85+	35,940	38,801	41,581	44,409	48,141	49,973	53,709

Commercial Driver's Licenses

Age	FY 2001	FY 2002	FY 2003	FY 2004	FY 2005	FY 2006	FY 2007
65-74	9,940	10,843	11,514	12,466	13,595	14,666	15,969
75-84	1,067	1,259	1,412	1,614	1,885	2,151	2,516
85+	12	20	27	34	43	51	62

- 2. Identify the agency services that are utilized by senior citizens 65 and older in significant numbers. Indicate whether the agency has the capacity at present to serve all interested seniors or whether the demand for certain services exceeds the agency's capacity. If so, does the agency maintain waiting lists for services?**

DMV provides driver's licensing and vehicle services to senior citizens, as DMV does for all Virginians. The department does not maintain a waiting list for these services. The department does require Senior Citizens to come in at age 80 to renew their driver's license in person to include a vision test or presentation of a vision report from their eye care practitioner. This is administered in accordance with Va. 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.

Furthermore, the department allows citizens age 70 and older to exchange a valid Virginia driver's license for a special identification card at no fee. This is administered in accordance with Va. Code § 46.2-345.

- 3. Identify current agency programs, specifically designed to serve seniors 65 and older, that fall into any of the following six categories: Health Care/Wellness; Education; Public Safety; Recreation; Financial Security (including Housing); and Transportation.**

The following programs serve seniors in the categories of Health Care, Public Safety, and Transportation.

The 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, the department 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. The Department reviews each case before taking action. The Department's goal is to allow individuals to drive for as long as they can safely operate a vehicle.

The Department of Motor Vehicles also provides support to the Virginia Department of the Aging in the form of a \$258,000 grant for the GrandDriver program. GrandDriver is an educational resource designed to provide Virginians with information and resources about staying safe and mobile as they age. This includes the distribution of educational materials to 25 media outlets, training 15 agencies statewide, an evaluation of the alternative transportation directory and information for child restraint devices for older Virginians who may have care giving responsibilities for grandchildren.

- 4. Identify the extent to which your agency provides “consumer-oriented” publications and websites online that are designed to be “senior-friendly.” If the information you currently provide is not readily accessible to seniors, identify any steps your agency is taking to improve accessibility.**

The department provides consumer oriented publications for issues facing Virginia’s seniors. These include the *Medical Fitness for Safe Driving* pamphlet, the *Mature Drivers Page* on the DMVNOW.Com website, and the *GrandDriver.net* website. These publications include information on the medical review process, safe driving tips, an online assessment for seniors, and information on resources available to seniors to maintain mobility, to include information on accident prevention courses.

- 5. Describe the effect that the aging of the agency’s own workforce will have on its ability to deliver services. Consider the number of retirements expected in the next two years, the effect these retirements might have (e.g., loss of leadership or institutional knowledge in certain programs), how losses might be replaced (e.g., promotions or transfers, recruitment, use of wage staff, including retirees, re-engineering, outsourcing), and the costs or savings from the replacements (e.g., staff development cost, salary savings). This item might be addressed by summarizing relevant portions of the agency’s workforce plan.**

For the past three years, the average number of employees retiring is 48; 12.6% of our workforce is eligible to retire today, and 27.1% will be eligible to retire within the next 5 years. The human resource office is currently developing their 5 year strategic plan. Within that plan, they will be updating the agency's workforce plan and developing a succession plan.

Conclusion

The Department will continue to monitor the impact of the aging of Virginia’s population on our ability to deliver services. Our efforts to educate and assist Virginia’s aging population will continue to be an important part of our service delivery. We look forward to continuing to address these needs in the future.