



Department of Motor Vehicles  
Security • Safety • Service



Virginia Department of Motor Vehicles

# Summary

- Provide services for LEP customers
- Recognize improvement opportunities
- Revenue challenges prevent enhancements and threaten basic services



# Safety Concerns

- Road test communication is critical
- DMV employees do not conduct road tests if communication barriers create safety concerns.



# Knowledge Testing Options

## Telephone Translation Services

- Three-way oral exams
- Available in all languages

## Drawbacks

- Cost \$1.95M over first three years
- Staffing impact

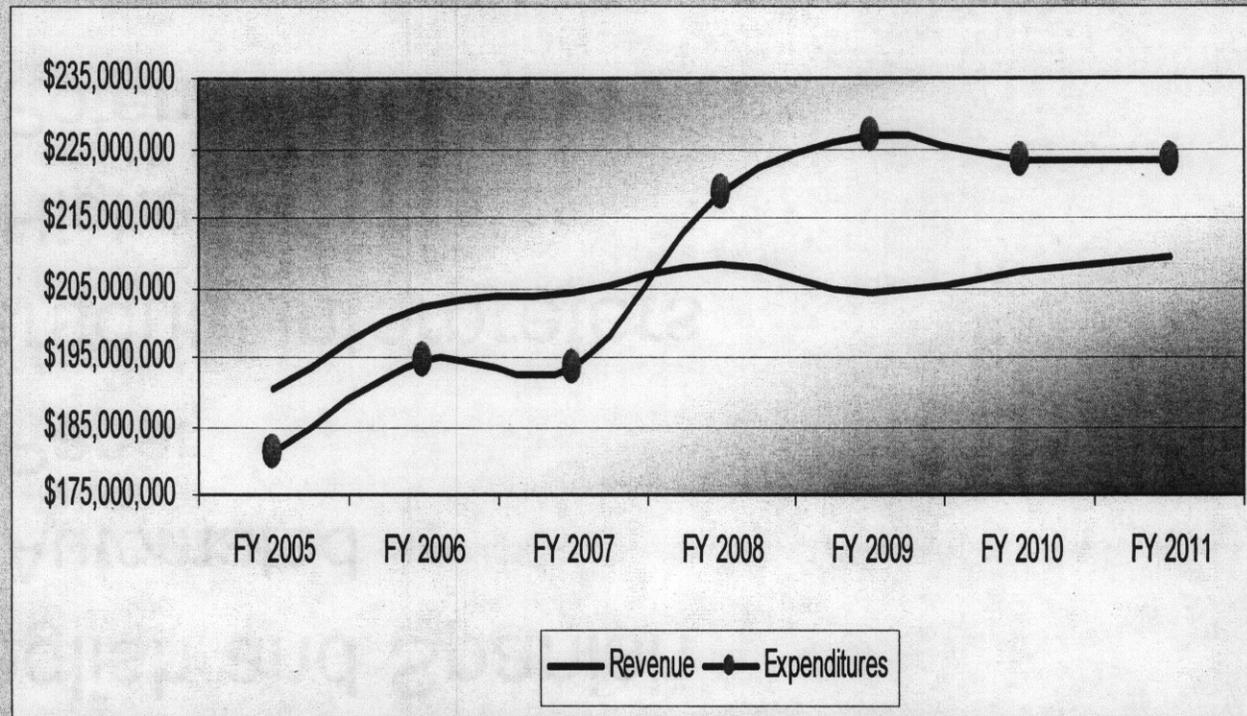


# Knowledge Testing

- English and Spanish
  - Automated
  - Paper
- Personal interpreters
  - Higher pass rates
  - Potential for fraud



# Revenue Challenges

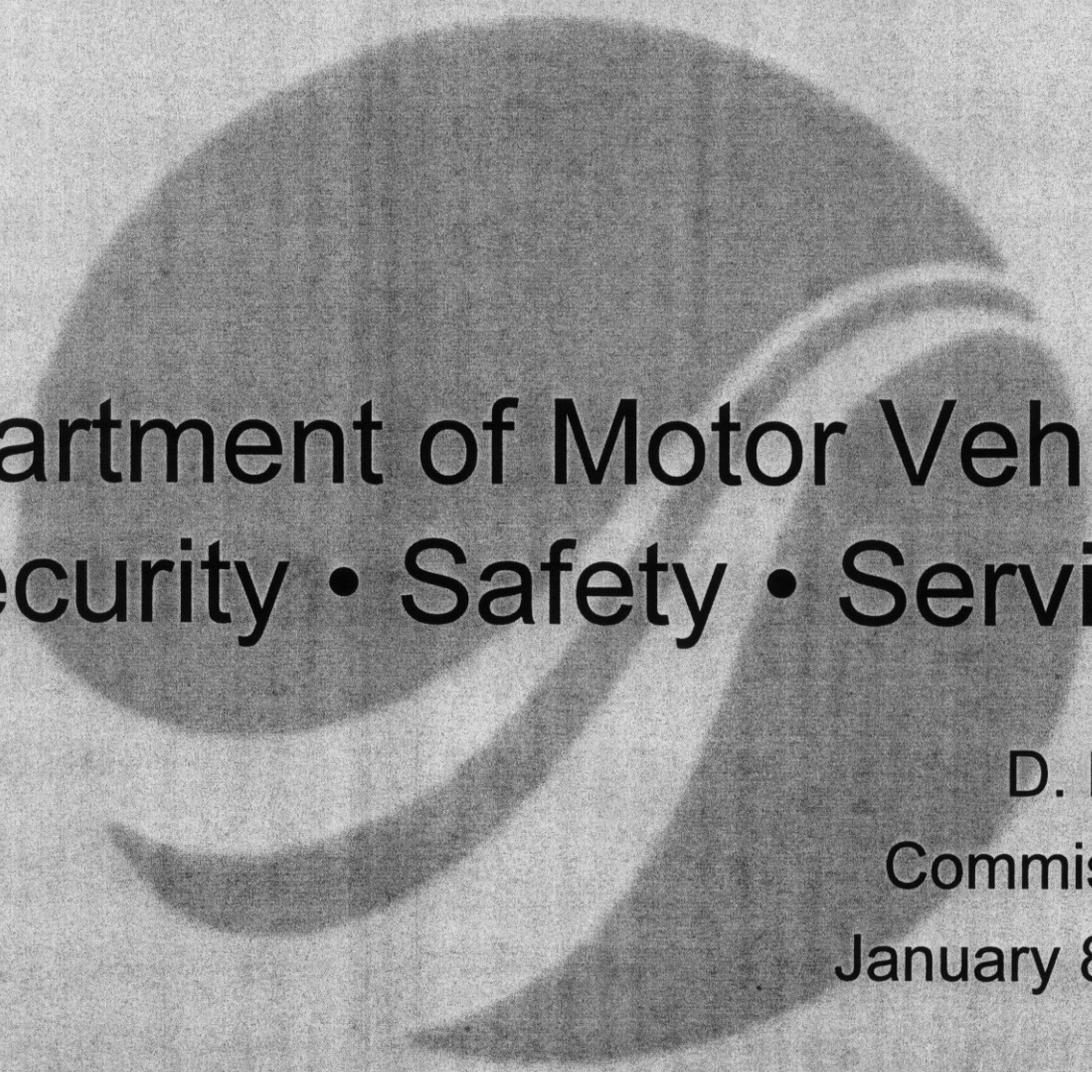


# Non-English Languages Spoken in Virginia Homes

- Spanish 44%
- Korean 5.4%
- Vietnamese 4.4%
- Chinese 4.3%
- Tagalog 4.3%
- Persian 2.8%
- Arabic 3.1%
- Urdu 2.1%

\*U.S. Census Bureau Data





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D. B. Smit  
Commissioner  
January 8, 2008

