

## ***Evolution of the DMV Web Site***

<b>Date</b>	<b>Feature</b>	<b>Transaction Type/Recognition</b>
<b>October 1996</b>	Launch of the DMV web site.	
<b>August 1997</b>	Plate Lookup/Reserve feature went live.	Non-PIN Transaction
<b>April 1998</b>	Received the Computerworld Smithsonian Award for plate look-up	Award
<b>October 1998</b>	Launched SR22/26 Insurance Filings online.	Extranet Transaction
<b>January 1999</b>	Began displaying the actual customer wait time (in minutes and seconds) for all CSCs	Feature
<b>May 18, 1999</b>	Launched Vehicle Plate Renewal online.	Non-PIN Transaction
<b>August 31, 1999</b>	New web site look and structure went live based on completion of the WARS (Web Architecture, Redesign and Standards) project . The site was redesigned to have a customer focus instead of an organizational structure.	
<b>September 30, 1999</b>	First recipient of the Governor's Technology Award	Award
<b>October 4, 1999</b>	Began displaying the historical wait-time for each CSC - graphs summarize traffic flow in each customer service center during the same month last year.	Feature
<b>October 22, 1999</b>	Personal Identification Number (PIN) was implemented in conjunction with Address Change. A PIN is required for all driver-related transactions to protect personal information.	PIN Transaction
<b>October 22, 1999</b>	Launched Address Change online.	PIN Transaction
<b>October 28, 1999</b>	The Driver's License Manual was made available in PDF.	Content
<b>November 15, 1999</b>	Sample Knowledge Exam was launched. The exam presents the customer with randomly generated questions and scores the test.	Non-PIN Transaction
<b>December 1, 1999</b>	Added a Use Agreement section under Commercial Services, explaining to governmental and non-governmental entities how to gain access to DMV records.	Content
<b>December 7, 1999</b>	Driver's License Renewal online.	PIN Transaction
<b>January 4, 2000</b>	Launched Hokie Sample Plate online.	Non-PIN Transaction (discontinued)
<b>January 8, 2000</b>	Launched the first part of the new Safety section, Drinking and Driving, which includes FAQs, coloring pages, etc.	Content and Interaction
<b>February 3, 2000</b>	Launched Plate Purchase online. This transaction integrates plate reservation and purchase into one transaction. If eligible, customers may also renew their vehicle registration while purchasing new plates.	Non-PIN Transaction
<b>February 7, 2000</b>	Search feature for the site went live.	Feature
<b>February 15, 2000</b>	Launched ID Card Purchase online.	PIN Transaction
<b>February 15, 2000</b>	Launched Driver's License Replacement online.	PIN Transaction

<b>February 16, 2000</b>	Revamped the Sample Knowledge Exam by adding questions concerning Virginia road signs. This was added to coincide with the new knowledge exam that now includes recognition of road signs as part of the knowledge exam.	Non-PIN Transaction
<b>February 22, 2000</b>	Launched DMV Record Request (driver and vehicle) online.	PIN Transaction
<b>February 24, 2000</b>	Launched the display of Customer Contact Center wait time online. This feature allows customers to call, send an email or request that DMV call them back as soon as possible.	Feature
<b>February 21, 2000</b>	Completion of the Flash demo "Not Your Parents' DMV" illustrating the variety of transactions and services available on the DMV website.	Multimedia
<b>March 28, 2000</b>	Modification to the home page – includes more space to promote features on the site, and an area that can be used for customers to give feedback through a one question "Quick Vote" feature. In addition, "Forms" became the 6 <sup>th</sup> category in preparation for posting all of our forms on the site by December 31, 2000.	
<b>April 7, 2000</b>	A Rental Tax section was added providing information to renters.	Content
<b>April 11, 2000</b>	Launched a series of surveys to get customer feedback. There is a survey asking for comments about the DMV site as a whole as well as surveys for each online transaction.	Feature
<b>April 15, 2000</b>	Added another section to Safety entitled Child Safety, which includes statistics, information on safety seats, etc.	Content and Interaction
<b>April 26, 2000</b>	Launched access to General and transactional survey results and statistics via the Intranet.	Content
<b>June 2000</b>	Received the AAMVA Customer Service Excellence Virtual Customer Center Award	Award
<b>June 1, 2000</b>	Launched Transaction Tracking. Using their PIN, customers only have to enter their credit card information one time.	Discontinued
<b>June 1, 2000</b>	New look for What Can I Do Online transactions.	
<b>June 1, 2000</b>	Launched Order a Souvenir Plate online.	Non-PIN Transaction
<b>June 15, 2000</b>	Traffic Safety - Seat Belts - includes factsheets, FAQs myths and truths, coloring pages, etc.	Content and Interaction
<b>June 15, 2000</b>	Traffic Safety - Airbags - includes factsheets, FAQs myths and truths, coloring pages, etc.	Content and Interaction
<b>July 2000</b>	Received the EGov 2000 Pioneer Award	Award
<b>July 2000</b>	Received the MIT eCitizen Award	Award
<b>July 1, 2000</b>	Discounts for driver's license renewal (\$1) and vehicle registration renewal (\$1 or \$3)	Feature (discontinued May 1, 2002)
<b>July 18, 2000</b>	Phase II of Souvenir Plate - plates requiring certification are available online.	Non-PIN Transaction
<b>July 2000</b>	Completion of "Cool to Know the Rules" highlighting driving rules and safety for young drivers.	Multimedia

<b>July 25, 2000</b>	Added a section and content for Dealer Services, including the licensing process, rules and regulations, and contact information.	Content
<b>July 31, 2000</b>	Using DMV's PIN, the State Board of Elections launched Voter Registration Status online. This application allows customers to determine if they have registered to vote and see listings of their elected officials.	PIN Transaction
<b>August 2000</b>	Received the Civic.com State and Local 50 Award	Award
<b>August 2000</b>	Received Government Technology's Best of the Web Award	Award
<b>August 17, 2000</b>	Traffic Safety - School Buses - includes factsheets, FAQs myths and truths, coloring pages, etc.	Content and Interaction
<b>August 22, 2000</b>	WebCat pilot begins for motor carriers to file IRP and IFTA credentials. Pilot motor carriers can make payments using ACH debit.	Extranet Application
<b>August 22, 2000</b>	Insurance Monitoring online. Customers are able to provide a real-time insurance information update to our legacy system.	Non-PIN Transaction
<b>August 22, 2000</b>	Launched Vehicle Registration Card Replacement online	Non-PIN Transaction
<b>August 24, 2000</b>	Completion of an educational CD for the National Motor Vehicle Title Information System (NMVTIS) as well as a preview also in Shockwave.	Multimedia
<b>August 31, 2000</b>	All forms used by customers are available in PDF and can be filled in online prior to printing.	Content and Interaction
<b>September 11, 2000</b>	Added Traffic Safety - Motor Carriers - includes factsheets, FAQs myths and truths, coloring pages, etc.	Content and Interaction
<b>September 20, 2000</b>	Added Traffic Safety - Young Drivers - includes factsheets, FAQs myths and truths, coloring pages, etc.	Content and Interaction
<b>September 2000</b>	Completion of "Raising the Bar" highlighting DMV services.	Multimedia
<b>October 10, 2000</b>	Launched Report a Vehicle Sold online. Customers are able to notify DMV online of a sold vehicle.	PIN Transaction
<b>October 12, 2000</b>	Added Traffic Safety - Pedestrians - includes factsheets, FAQs myths and truths, coloring pages, etc.	Content and Interaction
<b>November 15, 2000</b>	Added Traffic Safety - Aggressive Driver - includes factsheets, FAQs myths and truths, coloring pages, etc.	Content and Interaction
<b>November 2000</b>	Completion of a multimedia promotion for extraTeller.	Multimedia
<b>January 18, 2001</b>	Completion of the WebCAT demo highlighting the transactions motor carriers can conduct online.	Multimedia
<b>January 25, 2001</b>	Launched Driver Improvement Clinics Updates. Authorized Driver Improvement Clinics can update our legacy system to indicate that a customer has successfully completed the program.	Extranet Transaction
<b>January 25, 2001</b>	Launched "What Have I Done Online?". Customers can come to the website and see what they have done online, and get a copy of their original receipt.	PIN and Non-PIN Transaction

<b>January 25, 2001</b>	Launched Mechanics or Storage Lien online. Authorized customers can view and print vehicle transcripts online.	Extranet Transaction
<b>January 25, 2001</b>	Enhanced "Request Your DMV Record" to allow customers to view their vehicle and driving record online and have a copy mailed to the address of their choice.	PIN Transaction
<b>January 25, 2001</b>	Launched Government Access online. Authorized agencies can view and print driver and/or vehicle transcripts.	Extranet Transaction
<b>February 5, 2001</b>	Launched WebCAT online. Motor carrier customers can use this online application to do IFTA and IRP credentialing, order decals, pay fuels tax, and much more.	Extranet Transaction
<b>February 2001</b>	Completion of "Motor Carrier Service Centers" highlighting our Motor Carrier Service Centers.	Multimedia
<b>March 1, 2001</b>	Motor carrier, safety belt and school bus safety quizzes made available on the site.	Content and Interaction
<b>March 1, 2001</b>	Launched the zip code/telephone feature which allows customers to locate the closest DMV office by entering a zip code or the first portion of their telephone number.	Content and Interaction
<b>March 8, 2001</b>	Launched the state employment application online.	Non-PIN Transaction
<b>March 2001</b>	Completion of the "No-Zone" created in partnership with the Federal Motor Carrier Safety Administration. This interactive module is about passenger vehicles sharing the road with large trucks.	Multimedia
<b>May 2001</b>	Added a new section to Commercial Services entitled Insurance Industry Services, designed to assist insurance companies with all their DMV insurance related requirements and transactions.	Content
<b>June 7, 2001</b>	Enhanced Driver's License Replacement to allow customers to request that their replacement license be shipped to an alternate address (different from that on file).	PIN Transaction
<b>June 7, 2001</b>	Launched an application to allow authorized leasing companies to delete, add or modify their leased vehicle information within the Personal Property Tax Relief Act database.	Extranet Transaction
<b>June 7, 2001</b>	Launched an application to allow Commissioners of the Revenue to access the Personal Property Tax Relief Act database to review leased vehicles by jurisdiction.	Extranet Application
<b>June 2001</b>	Launched new look and feel for site. The new look includes a new color palette and increased placement of graphics.	
<b>July 2001</b>	Updated and revised "Not Your Parents' DMV" illustrating the variety of transactions and services available on the DMV website.	Multimedia
<b>August 23, 2001</b>	Launched Trip Permits online. Customers can request and receive trip permits online.	Non-PIN Transaction
<b>August 2001</b>	Completion of "DMV Service Alternatives" highlighting DMV alternative service delivery options, such as the Internet, Touchtone and extraTeller.	Multimedia

<b>September 2001</b>	Completion of the Shockwave "Seeing Double" highlighting the benefits of public private partnerships in the production of PSAs.	Multimedia
<b>September 2001</b>	Added content to Vehicles Services on abandoned motor vehicles.	Content
<b>September 2001</b>	Recipient of the Governor's Technology Award	Award
<b>October 2001</b>	Completion of "Virginia Motor Voter" highlighting our partnership with the State Board of Elections in voter registration activities.	Multimedia
<b>October 2001</b>	Added additional content to Vehicle Services, including information on Virginia's Lemon Law and Liens.	Content
<b>November 15, 2001</b>	Enhanced the DI Clinics application to allow users to view and print previous class rosters and receipts.	Extranet Transaction
<b>November 29, 2001</b>	Launched Motorcycle Safety - includes factsheets, FAQs, myths and truths	Content and Interaction
<b>November 29, 2001</b>	Launched Driver Safety - Mature Driver Safety – includes factsheets, FAQs, myths and truths	Content and Interaction
<b>November 29, 2001</b>	Launched Bicycle Safety - includes factsheets, FAQs, myths and truths	Content and Interaction
<b>November 2001</b>	Added additional content to Vehicle Services concerning vehicle registration.	Content
<b>December 2001</b>	Added content to Vehicle Services concerning trailer registration.	Content
<b>January 31, 2002</b>	Launched Compliance Summary online. Allows customers to view the specific information and steps required to restore their driving privileges.	PIN Transaction
<b>March 2002</b>	Launched new home page look and feel and site functionality. The new layout includes new buckets such as "Moving" "About Us", a quick quiz, and a "text only" option for all content pages on the site.	
<b>May 9, 2002</b>	Using WebCAT, motor carriers can title vehicles online.	Extranet Transaction
<b>May 9, 2002</b>	Mechanics and Storage Lien enhanced to accept combined credit card payments for vehicle records.	Extranet Transaction
<b>May 16, 2002</b>	Prospective vehicle purchasers can obtain a summary of a vehicle they plan to purchase.	Non-PIN Transaction
<b>June 20, 2002</b>	Allow customers without insurance to pay the Uninsured Motorist Vehicle fee with a credit card when renewing a vehicle registration.	Non-PIN Transaction
<b>June 20, 2002</b>	Mechanics and Storage Lien customers can make one payment on credit card for the total cost of the transaction.	Extranet Transaction
<b>July 1, 2002</b>	Launched online knowledge exams for dealers, motorcycles and CDLs. In addition, all exams now link to HTML versions of the Driver's, CDL, Motorcycle and Dealer study guides.	Non-PIN Transaction
<b>July 22, 2002</b>	Enhancement of knowledge exam for dealers.	Non-PIN Transaction
<b>August 1, 2002</b>	Revised index pages for vehicle and driver. Changed the name of Driver License to Driver Services on all applicable pages.	Content

<b>August 16, 2002</b>	Added the "How Do I ....?" function that provides links from the homepage to driver and vehicle information that is used most frequently by visitors to the web site.	Content
<b>August 29, 2002</b>	Insurance companies can acknowledge insurance online and directly update our legacy system.	Extranet Transaction
<b>September 21, 2002</b>	Completion of Share the Road Phase III from a truck driver's cab	Multimedia
<b>October 24, 2002</b>	Dealers can renew their license, tags, and salesperson license online	Extranet Transaction
<b>November 21, 2002</b>	Customers can view some of the driver, vehicle and address information DMV has on file for them.	PIN Transaction

<b>March 17, 2003</b>	Crash Facts on-line search to obtain data on fatalities, injuries, and crashes that occur in VA.	Content
<b>March 13, 2003</b>	Launch of Disabled Parking Placard Renewal online.	Non-PIN Transaction
<b>April 3, 2003</b>	MCS Insurance application that allows insurance companies to add or cancel insurance coverage on VA motor carriers.	Extranet Transaction
<b>October 29, 2003</b>	Legal Presence enhancement	Content
<b>December 9, 2003</b>	Knowledge exam enhancement with 100 new Commercial Driver License question	Content

<b>January 2004</b>	Launch of "Email this Page" feature allowing customers to conveniently email DMV web pages to others as needed.	
<b>January 15, 2004</b>	Electronic check added as another payment option for on-line transactions.	Internet, cyber sites, and ETs
<b>March 25, 2004</b>	Revision of Address Change online application	PIN transaction
<b><i>Tentative Date</i></b>	<b><i>Upcoming Feature</i></b>	
<b>FY06</b>	DMV Selects (Contractual License Agents)	Extranet Transaction
<b>FY06</b>	Title Replacement	PIN Transaction
<b>FY06</b>	ID Renewal	PIN Transaction
<b>FY06</b>	ID Card Replacement	PIN Transaction