

State Agency Recognition Awards 2003 Nomination

State Agency Being Nominated: Department of Motor Vehicles

Title of Nomination (Electronic Commerce)
Small Business/DVBE Spanish Language Website

Award Recipient: Shamim Khan, Deputy Director

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Executive Summary:

On August 29, 2002, the Department of Motor Vehicles launched its Spanish language version of the DMV website. The site provides text information to DMV's customers who prefer reading in Spanish. The Small Business/DVBE Spanish Web pages provide information such as how to do business with DMV, how to get certified, how to reach DMV's Small Business/DVBE Advocate/Liaison, products and services procured by DMV, how to gain access to bid opportunities, and links to other state agencies.

Results:

The Spanish language website has enabled the department to reach a greater demographic. Many of the department's Spanish language contractors have found the site to be helpful in locating additional opportunities and services.

Lessons Learned:

By making DMV's website more user friendly it increased use, increased hits, and access to services by the public statewide.

Benefits:

By translating our website into the Spanish language it has enabled a greater number of multi-lingual participants to utilize our services and gain information about the small business/DVBE program.

Other Agencies:

Other agencies have Spanish language sites; however; for many smaller departments the cost may be prohibitive.