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## **MVS Develops High Definition Camera Solution to Improve Service for More Efficient DMV**

**Washington, DC, November 2010** – MVS developed a high-definition, high-reliability video monitoring system to address the DC Department of Motor Vehicle's growing needs. The District of Columbia Department of Motor Vehicles ("DMV") become more efficient and improved its customer service by implementing MVS's proprietary Video Monitoring System that integrates computer technology with the high-definition camera system. The proprietary Video Monitoring System assists the DMV in disproving frivolous claims for damage to motorists' vehicles, and improves the customer experience by broadcasting a live feed on the DMV's website to provide patrons with current waiting times.

MVS installed over 25 high resolution fixed color cameras with automatic light adjustment, which were placed throughout the facility, including the roofs of the testing lanes and in and outside of the central office. The careful and thorough placement of the cameras ensured sufficient video coverage of the area.

All cameras are connected to computers and a server, which will facilitate the footage projection onto the DMV's website for patron viewing, and allow for storage and retrieval of the footage in the event of any incident. The image, which shows the traffic at the inspection site on Half Street, SW, can be found under the DMV's "Vehicle Inspection" section of its website – [www.dmv.dc.gov/serv/inspections.shtm](http://www.dmv.dc.gov/serv/inspections.shtm).

MVS is excited about the unique value their solution provides the DMV. Now DMV customers can better plan their visits by avoiding busy inspection times and long lines, and the DMV can better guard against frivolous claims and lawsuits in a more cost-effective manner.

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