

LOUISIANA DEPARTMENT OF PUBLIC SAFETY
OFFICE OF MOTOR VEHICLES
Strategic Plan
FY 2014-2015 through FY 2018-2019

Vision

The Office of Motor Vehicles (OMV) will provide the highest quality service and protection to internal and external customers in an environment that views change as opportunity.

Mission

The Office of Motor Vehicles (OMV) performs functions of the state relative to the examination and licensing of operators of motor vehicles, the suspension and revocation of such licenses, issuance of vehicle title and registration certificates, license plates for all motor vehicles operated upon the highways of the state, recordation of liens against vehicles, and the collection of sales/use tax and other appropriate fees, all in accordance with applicable laws.

Philosophy

The Office of Motor Vehicles (OMV) will serve the public in a professional, compassionate, and responsive manner while maintaining a high standard of quality through an innovative approach to customer service.

Agency Goals

1. Provide unparalleled service to both internal and external customers.
2. Protect consumers and ensure public safety through communication and accountability.

1. Provide unparalleled service to both internal and external customers.

1.1. Objective: Increase customer satisfaction by 3% by June 30, 2019..

Strategies:

- 1.1.1. Multi-service stations (customer-centric services)
- 1.1.2. Broaden electronic/automated services
- 1.1.3. Increase phone services to accommodate fluctuations in customer demands
- 1.1.4. Increase the number of customer flow management systems in local offices to expedite the routing of customers
- 1.1.5. Decrease walk-in customer wait times

Performance Indicators:

- | | |
|----------------|--|
| Input | <ul style="list-style-type: none">• Number of DL/VR field locations• Number of field reinstatement locations• Number of electronic/automated services offered• Average daily number of call center telephone agents• Number of field office locations• Number of walk-in customer transactions• Number of walk-in customers• Large OMV office wait time (average in minutes)• Medium OMV office wait time (average in minutes)• Small OMV office wait time (average in minutes)• Large reinstatement office wait time (average in minutes)• Medium reinstatement office wait time (average in minutes)• Small reinstatement office wait time (average in minutes)• Number of customer surveys sent• Number of incoming call center telephone calls |
| Output | <ul style="list-style-type: none">• Number of field office locations offering multiple services• Number of field offices offering customer flow management system• Number of transactions conducted by Mobile Motor Vehicle Office• Number of transactions processed via Internet• Number of transactions performed by Public Tag Agents• Number of surveys returned or completed |
| Outcome | <ul style="list-style-type: none">• Percent of field office locations offering multiple services• Percentage increase in electronic/automated services offered• Percentage in call center telephone agents located off-site• Percentage of call center telephone calls answered• Average wait time in telephone queue (in minutes)• Percentage of field offices offering customer flow management system |

- Percentage of Class D and E driver's licenses returned and processed by mail
- Percentage of Class D and E driver's licenses returned and processed via the Internet
- Percentage of Class D and E driver's licenses returned and processed via the conversant
- Percentage of ID cards returned and processed by mail
- Percentage of ID cards returned and processed via the Internet
- Percentage of vehicle registration renewals returned and processed by mail
- Percentage of vehicle registration renewals returned and processed via the Internet
- Percentage of customers neutral
- Percentage of customers satisfied
- Percentage of customers very satisfied
- Percentage of customers dissatisfied
- Percentage of customers very dissatisfied

1.2. Objective: Increase employee satisfaction by 3% by June 30, 2019.

Strategies:

- 1.2.1. Increase availability of computer-based training (CBT) for all employees
- 1.2.2. Increase availability of flexible work schedules for employees
- 1.2.3. Expand the employee recognition program

Performance Indicators:

- | | |
|----------------|---|
| Input | <ul style="list-style-type: none"> • Number of employees • Number of CBT programs • Number of CBT courses offered • Number of awards available • Number of employee surveys sent |
| Output | <ul style="list-style-type: none"> • Number of employees trained through CBT program • Number of employees nominated for an award • Number of employees with flexible work schedules • Number of awards issued • Number of employee survey responses |
| Outcome | <ul style="list-style-type: none"> • Percentage of employees trained through CBT program • Percentage of employees with flexible work schedules • Percentage of awards issued • Percentage of employees neutral • Percentage of employees satisfied |

- Percentage of employees very satisfied
- Percentage of employees dissatisfied
- Percentage of employees very dissatisfied

1.3. Objective: Increase OMV regulated business partner satisfaction by 3% by June 30, 2016.

Strategy:

1.3.1. Expand training for OMV regulated business partners (VR training and third-party testers)

Performance Indicators:

- | | |
|----------------|---|
| Input | <ul style="list-style-type: none"> • Number of computer-based training (CBT) programs • Number of computer-based training (CBT) courses offered • Number of regulated business partners • Number of regulated business partner surveys sent |
| Output | <ul style="list-style-type: none"> • Number of regulated business partners trained through CBT program • Number of instructor-led training programs • Number of regulated business partners trained through instructor-led training programs |
| Outcome | <ul style="list-style-type: none"> • Number of regulated business partner survey responses • Percentage of regulated business partners trained through CBT program • Percentage of regulated business partners trained through instructor-led training programs • Percentage of regulated business partners neutral • Percentage of regulated business partners satisfied • Percentage of regulated business partners very satisfied • Percentage of regulated business partners dissatisfied • Percentage of regulated business partners very dissatisfied |

1.4. Objective: Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2019.

Strategy:

1.4.1. Provide reinstatement functions at increased number of offices.

Performance Indicators:

- Input** • Number of reinstatement files processed in field offices
- Output** • Number of regulatory laws enforced
- Outcome** • Percentage of customers satisfied or very satisfied
- Percentage of agency objective standards met

1.5 Objective: Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2019.

Strategy:

1.5.1 Increase media for public communication and status.

Performance Indicators:

- Input** • Number of file questions submitted via email
- Output** • Number of transactions completed via internet
- Number of statuses issued by email
- Outcome** • Average wait time in telephone queue (in minutes)
- Percentage of call center telephone calls answered
- Percentage of customers satisfied or very satisfied

2. Protect customers and ensure public safety through communication and accountability.

2.1. Objective: Increase Homeland Security efforts by 80% by June 30, 2019.

Strategies:

- 2.1.1. Continue fingerprinting of all hazardous materials drivers
- 2.1.2. Continue online verification of death certificates and implement verification of birth certificates with the Office of Public Health (OPH)
- 2.1.3. Increase the number of internal audits performed
- 2.1.4. Establish employee training (web-based) on fraudulent document detection

Performance Indicators:

- Input** • Number of hazardous materials drivers
- Number of driver's license/ID card records
- Number of in-house audits performed
- Output** • Number of hazardous materials drivers fingerprinted
- Number of driver's license/ID card records checked against OPH
- Outcome** • Percentage of hazardous materials drivers fingerprinted

- Percentage of errors found during in-house audits

2.2. Objective: Increase communication efforts to promote public awareness by 100% by June 30, 2019.

Strategy:

2.2.1. Enhance public awareness initiatives via partnerships with other agencies/entities to disseminate new and updated agency policies.

Performance Indicators:

- | | |
|----------------|---|
| Input | • Number of current public awareness initiatives |
| Output | • Number of additional public awareness initiatives implemented |
| Outcome | • Percentage increase of public awareness initiatives implemented |

2.3. Objective: Through the Document Management activity, maintain evidence of events to help support courts, law officials and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2016.

Strategy:

2.3.1. Expand methods of accepting, processing and transmitting of case files.

Performance Indicators:

- | | |
|----------------|---|
| Input | <ul style="list-style-type: none"> • Annual number of incoming mail files • Annual number of incoming electronic files • Annual number of electronically transmitted case files • Annual dollars spent producing form |
| Output | • Number of forms eliminated and/or placed on website |
| Outcome | • Annual cost savings realized by elimination of forms and/or providing electronically |

2.4. Objective: Through the issuance of Driver Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2019.

Strategy:

2.4.1. Increase regulatory oversight of driver licensing service providers.

Performance Indicators:

- Input**
 - Number of road skills examinations administered by third parties
 - Number of compliance site visits completed
- Output**
 - Number of drivers licenses issued
- Outcome**
 - Percentage of customers satisfied and very satisfied

2.5. Objective: Through the Issuance of Vehicle License Plates/ Registrations/Titles/Permits Activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2019.

Strategy:

2.5.1 Provide law enforcement real-time access to vehicle owner information from the point of sale

Performance Indicators:

- Input**
 - Number of vehicle registration transactions performed by Public Tag Agents
 - Number of vehicle registration transactions processed
 - Number of temporary tags entered in Temporary Tag Database
- Output**
 - Amount of vehicle sales tax revenue collected (Parish/Municipal)
 - Amount of vehicle sales tax collected (State)
- Outcome**
 - Percentage of vehicle registration renewals processed via mail, Internet

2.6. Objective: Through Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2019.

Strategy:

2.6.1 Increase options for secure service delivery to the public

Performance Indicators:

- Input**
 - Mail-in renewals processed by a business partner
 - Number of business partners contracted/licensed to provide motor vehicle services
- Output**
 - Number of quality assurance reviews performed on outsourced/contracted vendors
- Outcome**
 - Percentage of business partners receiving a quality assurance review

2.7. Objective: Through the Suspension of Driver Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2019.

Strategy:

2.7.1 Establish internet-based inquiry and reporting of convictions and violations

Performance Indicators:

- Input**
 - Number of driver license records
 - Number of motor vehicle records
- Output**
 - Number of driver licenses suspended
 - Number of motor vehicles revoked
- Outcome**
 - Percentage of driver license and motor vehicle records revoked and/or suspended

Department of Public Safety & Corrections
Office of Motor Vehicles
Strategic Plan Appendix
Fiscal Year 2014-2015 Through 2018-2019

The principal clients and users of the Office of Motor Vehicles Licensing program are licensed drivers, registered owners of vehicles, law enforcement, dealerships, financial institutions, government entities (federal, state and local), insurance industry and customers seeking information pertaining to driver licenses and motor vehicle registration laws.

The program requires the promulgation and enforcement of rules and regulations that allow citizens to operate motorized vehicles upon the highways and streets of Louisiana. This program is managed in a professional, compassionate and responsive manner while maintaining a high standard of quality through an innovative approach to customer service. Several alternative methods of compliance have been established to reduce walk-in customers; however, the agency has no control over the willingness of clients to participate in the electronic means offered. The agency will utilize a turnkey communications program entitled “Get It Together” to better inform and educate clients.

Goal One was established by Executive Order #MJF 97-39 in which the Governor ordered all state agencies in the Executive Branch, and all officers and employees to deliver effective, efficient and responsive customer service to the individuals and entities they serve.

Goal Two was established under the authority of Title 32, Title 47 and Title 36, Section 401 et seq. of the Louisiana Revised Statutes.

The primary persons who will benefit from Objective 1.1 are the citizens of Louisiana. The primary persons who will benefit from Objective 1.2 are the employees of the Office of Motor Vehicles. The primary persons who will benefit from Objective 1.3 are the regulated business partners of the Office of Motor Vehicles. The primary persons who will benefit from Objective 1.4 are the citizens of Louisiana.

The primary persons who will benefit from Objective 2.1 are the court systems, law enforcement, insurance industry, private industry, state agencies and all other individuals requesting expedient service from the Office of Motor Vehicles. The primary persons who will benefit from Objective 2.2 are the citizens of Louisiana. The primary persons who will benefit from Objective 2.3 are court systems, law enforcement. The primary persons who will benefit from Objective 2.4 are citizens of Louisiana. The primary persons who will benefit from Objective 2.5 are law enforcement and Louisiana citizens. The primary persons who will benefit from Objective 2.6 are private industry and Louisiana citizens. The primary persons who will benefit from Objective 2.7 are law enforcement, insurance industry and citizens of Louisiana.

A SWOT analysis was performed to determine potential external factors that may influence performance. (see attached)

The methods/tools used to develop objectives and strategies included management brainstorming sessions and research. The team also utilized a tool called “Objective Clusters” to generate goals and objectives to promote individual contribution.

The Strategy Analysis Checklist obtained from Manageware was used in preparation of the agency strategic plan. This program is not duplicated elsewhere. Privatization provides for functions to be performed outside the agency. The agency is currently undergoing a major re-engineering of its infrastructure to eliminate any duplication of daily functions.

All performance indicators will be used to evaluate efficiency and effectiveness of the Office of Motor Vehicles in its performance of functions of the state relative to the examination and licensing of operators of motor vehicles, the suspension and revocation of such licenses, issuance of vehicle title and registration certificates, license plates for all motor vehicles operated upon the highways of the state, recordation of liens against vehicles, and the collection of sales/use tax and other appropriate fees, all in accordance with applicable laws. See attached Performance Indicator Documentation sheets for more information.

All data used in preparing this Strategic Plan will be preserved and maintained for a period of at least three years, or longer if required by record retention laws.

Human Resource Policies Beneficial to Women and Families: Public Safety Services grants flexible work schedules, when possible, to accommodate employees with child care or other family issues. The Department has an Employee Assistance Program which provides information and guidance for employees and/or family members. In accordance with Federal Law, the Department supports the Family and Medical Leave Law Act and upholds practices within those guidelines, supporting employees and families.

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of DL/VR field locations

Indicator LaPAS PI Code: 11277

1. Indicator Type:	Input – Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration/drivers license field office locations.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple Math – Adding the number of vehicle registration/drivers license office locations
8. Scope:	Disaggregate
9. Caveats:	This indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of field reinstatement locations

Indicator LaPAS PI Code: 11279

1. Indicator Type:	Input – Key
2. Rationale, Relevance, Reliability:	Measures the number of reinstatement field office locations.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple Math – Adding the number of field reinstatement locations
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of electronic/automated services offered

Indicator LaPAS PI Code: New

1. Indicator Type:	Input – Key
2. Rationale, Relevance, Reliability:	To determine the number of automated and electronic services offered to customers via the internet or interactive voice response system.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual count is kept in the Administration office within OMV.
6. Data Source, Collection and Reporting:	Manual count; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the electronic and automated service media offered to the public.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Average daily number of call center telephone agents

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of on-site toll-free agents available daily to assist the public
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. OTM systems keep a tally of this measure readily available, which is verified by OTM.
6. Data Source, Collection and Reporting:	Automatic Call Distribution Reports provided by Office of Telecommunications Management – Gathered daily, weekly, and monthly – Reported quarterly on a state fiscal year
7. Calculation Methodology:	The formula written within the software that provides the reports (average number of call center agents available daily).
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of field office locations

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of field office locations.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the field offices located within the State.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of walk-in customer transactions

Indicator LaPAS PI Code: 10558

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the total number of customer transactions.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all transactions performed by location each day.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of walk-in customers

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the total number of walk-in customers.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database maintains the information needed for this indicator.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of customers served in each location each day.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Large OMV office wait time (average in minutes)

Indicator LaPAS PI Code: 11300

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	To provide an average wait time in large OMV field offices.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.
8. Scope:	Disaggregate
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Medium OMV office wait time (average in minutes)

Indicator LaPAS PI Code: 11302

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	To provide an average wait time in medium OMV field offices.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.
8. Scope:	Disaggregate
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Small OMV office wait time (average in minutes)

Indicator LaPAS PI Code: 11303

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	To provide an average wait time in small OMV field offices.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.
8. Scope:	Disaggregate
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Large reinstatement office wait time (average in minutes)

Indicator LaPAS PI Code: 11305

1. Indicator Type:	Input - GPI
2. Rationale, Relevance, Reliability:	Measures the number of on-site toll-free agents available daily to assist the public
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.
8. Scope:	Disaggregate
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Medium reinstatement office wait time (average in minutes)

Indicator LaPAS PI Code: 11307

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	To provide an average wait time in medium reinstatement field offices.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.
8. Scope:	Disaggregate
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Small reinstatement office wait time (average in minutes)

Indicator LaPAS PI Code: 11308

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	To provide an average wait time in small reinstatement field offices.
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.
8. Scope:	Disaggregate
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of customer surveys sent

Indicator LaPAS PI Code: New

1. Indicator Type:	Input – Supporting
2. Rationale, Relevance, Reliability:	Measures the number of customer surveys sent.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the customer surveys sent out by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of incoming call center telephone calls

Indicator LaPAS PI Code: 20940

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	Measures the number of incoming telephone calls in the OMV call center.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the telephone calls received by each section of the OMV call center.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of field office locations offering multiple services

Indicator LaPAS PI Code: New

1. Indicator Type:	Output – Key
2. Rationale, Relevance, Reliability:	Measures the number of field office locations that offer “one-stop-shop” service.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple Math – A summation of the number of field office locations that offer a “one-stop-shop”.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of field office locations offering customer flow management system routing

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of field office locations offering a customer flow management system.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	“Customer flow management system” refers to an automated system installed in offices which routes customers dependent on requested service. It provides management with tools to allow better customer service to the public.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple Math – A summation of field office locations that offer customer flow management system routing.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of transactions conducted by Mobile Motor Vehicle office

Indicator LaPAS PI Code: 11270

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number transactions performed by the mobile motor vehicle office.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the agency.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the transactions performed by the mobile motor vehicle office.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of transactions processed via internet

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of transactions performed by way of the internet.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the agency.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the transactions performed by way of the internet.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of transactions performed by Public Tag Agents

Indicator LaPAS PI Code: 11269

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of transactions performed by Public Tag Agents.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the transactions performed by Public Tag Agents.
8. Scope:	Aggregate
9. Caveats:	Currently, this indicator only includes vehicle registration transactions, as these are the only transactions performed by Public Tag Agents.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Number of surveys returned or completed

Indicator LaPAS PI Code: New

1. Indicator Type:	Output – Supporting
2. Rationale, Relevance, Reliability:	Measures the number of customer surveys received from customers.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple Math – A summation of the number of customer surveys received by the agency.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of field office locations offering multiple services

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of field offices that offer “one-stop-shop” service.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple Math – Divide the number of field offices that offer multiple services by the total number of field offices.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage increase in electronic/automated services offered

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	To determine the percentage increase in automated and electronic services offered to customers via the internet.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual count; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the difference of current electronic/automated services and same services last quarter by the total number of current electronic/automated services.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of call center telephone agents located off-site

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the number of off-site call center agents available daily to assist the public.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. Reports are generated by OTM for OMV.
6. Data Source, Collection and Reporting:	Automatic Call Distribution Reports provided by the Office of Telecommunications Management; Gathered Daily; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of off-site call center agents by the total number of call center agents.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of call center telephone calls answered

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers assisted by agents.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. Reports are generated by OTM for OMV.
6. Data Source, Collection and Reporting:	Automatic Call Distribution Reports provided by the Office of Telecommunications Management; Gathered daily, weekly, and monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of off-site call center agents by the total number of call center agents.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Average wait time in call center telephone queues (in minutes)

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	To determine the need for additional queue slots as well as the need for additional operators to handle the high call volume.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. Reports are generated by OTM for OMV.
6. Data Source, Collection and Reporting:	Automatic Call Distribution Reports provided by the Office of Telecommunications Management; Gathered daily, weekly, and monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the total number of minutes customers wait in the queue by the total number of call center customers.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of field offices offering customer flow management system routing

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of field office locations offering customer flow management system routing.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	“Customer flow management system” refers to an automated system installed in offices which routes customers dependent on requested service. It provides management with tools to allow better customer service to the public.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of locations with customer flow management system routing by the total number of field office locations.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of Class D and E driver’s licenses returned and processed by mail

Indicator LaPAS PI Code: 2008

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide a percentage of Class D and E driver’s licenses have been returned and processed by mail.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of Class D and E driver’s licenses returned and processed via the internet

Indicator LaPAS PI Code: 11290

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of Class D and E driver’s licenses returned and processed via the internet.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of identification cards returned and processed by mail

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of identification cards returned and processed via mail.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of identification cards returned and processed via the internet

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of identification cards returned and processed via the internet.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of vehicle registration renewals returned and processed by mail

Indicator LaPAS PI Code: 2012

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of vehicle registration renewals returned and processed via the mail.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of vehicle registration renewals returned and processed via the internet

Indicator LaPAS PI Code: 10559

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of vehicle registration renewals that have been returned and processed via the internet.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to not be valid, reliable, or accurately reported. Calculation methodology was changed to be in compliance.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of customers neutral

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers rated as “neutral”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of “neutral” rated customers by the total number of customer survey responses received.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of customers satisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers rated as “satisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of “satisfied” rated customers by the total number of customer survey responses received.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of customers very satisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers rated as “very satisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of “very satisfied” rated customers by the total number of customer survey responses received.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of customers dissatisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers rated as “dissatisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of “dissatisfied” rated customers by the total number of customer survey responses received.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Increase customer satisfaction by 3% by June 30, 2019.

Indicator: Percentage of customers very dissatisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers rated as “very dissatisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of “very dissatisfied” rated customers by the total number of customer survey responses received.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) june.menard@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of employees

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of employees within the agency.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all employees working for OMV at the time of collection.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of CBT programs

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of programs offered through computer-based training.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all computer-based training programs offered to OMV employees.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of CBT courses offered

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of courses offered through computer-based training.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all computer-based training courses offered to OMV employees.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of awards available

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of awards available to OMV employees.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all employees working for OMV at the time of collection.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of employee surveys sent

Indicator LaPAS PI Code: New

1. Indicator Type:	Input – Supporting
2. Rationale, Relevance, Reliability:	Measures the number of surveys sent to current OMV employees.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all surveys sent to current employees of OMV.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of employees trained through CBT program

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of employees trained through computer-based training.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all OMV employees who have received computer-based training.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of employees nominated for an award

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of employees nominated for an award.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all OMV employees who have been nominated for agency awards.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of employees with flexible work schedules

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of employees working flexible schedules.
3. Use:	This indicator will enable management to adequately staff sections/offices during peak times. It will also be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all employees working flexible hours for OMV at the time of collection.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of awards issued

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of awards issued to OMV employees.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all awards issued to OMV employees during the fiscal year.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Number of employee survey responses

Indicator LaPAS PI Code: New

1. Indicator Type:	Output – Supporting
2. Rationale, Relevance, Reliability:	Measures the number of surveys received from employees.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all employee surveys received at the time of data collection.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of employees trained through computer-based training

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Supporting
2. Rationale, Relevance, Reliability:	Measures the percentage of employees trained through computer-based training.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees trained through CBT by the total number of OMV employees.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of employees with flexible work schedules

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of employees who elect to work a flexible work schedule.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees with flexible work schedules by the total number of employees eligible for flexible schedules.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of awards issued

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of OMV employees recognized for outstanding work efforts with awards.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees who receive awards by the total number of OMV employees.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of employees neutral

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of employee survey responses that are rated as “neutral”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees with a “neutral” rating by the total number of OMV employees surveyed.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of employees satisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of employee survey responses that are rated as “satisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees with a “satisfied” rating by the total number of OMV employees surveyed.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of employees considered to be very satisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of employee survey responses that are rated as “very satisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees with a “very satisfied” rating by the total number of OMV employees surveyed.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of employees considered to be dissatisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of employee survey responses that are rated as “dissatisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees with a “dissatisfied” rating by the total number of OMV employees surveyed.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Increase employee satisfaction by 3% by June 30, 2019.

Indicator: Percentage of employees considered to be very dissatisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of employee survey responses that are rated as “very dissatisfied”.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of employees with a “very dissatisfied” rating by the total number of OMV employees surveyed.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Number of computer-based training (CBT) programs

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of CBT programs offered to regulated business partners of OMV.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all CBT programs offered to the regulated business partners of OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Number of computer-based training (CBT) courses offered

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of CBT classes offered to regulated business partners of OMV.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all CBT classes offered to the regulated business partners of OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Number of regulated business partners

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of business partners regulated by OMV.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all business partners regulated by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Number of regulated business partner surveys sent

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of surveys sent to business partners regulated by OMV.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all CBT classes offered to the regulated business partners of OMV.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Number of regulated business partners trained through the CBT program

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of regulated business partners trained through computer-based training.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all business partners regulated through OMV who have been trained through the CBT program.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Number of instructor-led training programs

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of training programs led by instructors for business partners regulated by OMV.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all training programs led by instructors offered to the regulated business partners of OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Number of regulated business partner survey responses

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of survey responses received by OMV from regulated business partners.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all survey responses received from regulated business partners of OMV.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Percentage of regulated business partners trained through CBT program

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Supporting
2. Rationale, Relevance, Reliability:	Measures the percentage of regulated business partners taking advantage of computer-based training.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who have taken CBT courses by the total number of regulated business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Percentage of regulated business partners trained through instructor-led training

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Supporting
2. Rationale, Relevance, Reliability:	Measures the percentage of business partners regulated by OMV that are trained in courses led by instructors.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners trained through instructor-led training by the total number of business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Percentage of regulated business partners neutral

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of surveys submitted by regulated business partners that were rated as “neutral”.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who rate as “neutral” by the total number of surveys received from regulated business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Percentage of regulated business partners satisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of survey responses from business partners regulated by OMV rated satisfied.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who rate as “satisfied” by the total number of surveys received from regulated business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Percentage of regulated business partners very satisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of survey responses from business partners regulated by OMV rated very satisfied.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who rate as “very satisfied” by the total number of surveys received from regulated business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Percentage of regulated business partners dissatisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of survey responses from business partners regulated by OMV rated dissatisfied.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who rate as “dissatisfied” by the total number of surveys received from regulated business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.3. Increase regulated business partner satisfaction by 3% by June 30, 2019.

Indicator: Percentage of regulated business partners very dissatisfied

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of survey responses from business partners regulated by OMV rated very dissatisfied.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who rate as “very dissatisfied” by the total number of surveys received from regulated business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.4. Administer the motor vehicle and driver's license lass of this state in a manner offering the highest degree of public confidence through integrity, efficiency, and fairness to the citizens of Louisiana, annually, through June 30, 2019.

Indicator: Number of reinstatement files processed in field offices

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of reinstatement files processed in OMV field offices.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all reinstatement files processed by each OMV field office location.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.4. Administer the motor vehicle and driver's license lass of this state in a manner offering the highest degree of public confidence through integrity, efficiency, and fairness to the citizens of Louisiana, annually, through June 30, 2019.

Indicator: Number of regulatory laws enforced

Indicator LaPAS PI Code: 23565

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of regulatory laws which are enforced by OMV.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all regulatory laws enforced by the agency.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.4. Administer the motor vehicle and driver's license lass of this state in a manner offering the highest degree of public confidence through integrity, efficiency, and fairness to the citizens of Louisiana, annually, through June 30, 2019.

Indicator: Percentage of customers satisfied or very satisfied

Indicator LaPAS PI Code: 23563

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers who rate their experience as satisfied or very satisfied.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the sum of all satisfied and very satisfied rated surveys by the total number of survey responses.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.4. Administer the motor vehicle and driver's license lass of this state in a manner offering the highest degree of public confidence through integrity, efficiency, and fairness to the citizens of Louisiana, annually, through June 30, 2019.

Indicator: Percentage of agency objective standards met

Indicator LaPAS PI Code: 23564

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of OMV objective standards met by the agency.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the sum of agency objective standards met by the total number of agency objective standards.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.state.la.us

Performance Indicator Documentation

Program: Licensing

Objective: 1.5. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2019.

Indicator: Average wait time in call center telephone queue (in minutes)

Indicator LaPAS PI Code: 20929

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the wait time a customer is in the call center telephone queue, in terms of minutes.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the total number of minutes customers spent in the call center queue by the total number call center telephone customers.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.5. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2019.

Indicator: Number of file questions submitted via email

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of customer queries submitted by email.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An manual count is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual count; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all queries submitted by customers by way of email.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.5. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2019.

Indicator: Number of transactions completed via internet

Indicator LaPAS PI Code: 23570

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of transactions completed via the internet.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all transactions completed by way of the internet.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.5. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2019.

Indicator: Number of statuses issued by email

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the total number of status responses completed and sent to the customer via email.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An manual count is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all status responses completed and sent to the customer by email.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.5. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2019.

Indicator: Percentage of customers satisfied or very satisfied

Indicator LaPAS PI Code: 20930

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers who rated their experience with OMV's technology enhancements as either satisfied or very satisfied.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all customers who rated their experience as either “satisfied” or “very satisfied” on the customer survey they submitted.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.5. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2019.

Indicator: Percentage of call center telephone calls answered

Indicator LaPAS PI Code: 20923

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of phone calls answered by the OMV call center.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of calls answered by the OMV call center by the total number of calls received by the call center.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2019.

Indicator: Number of hazardous materials drivers

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of hazardous materials driving credentials issued by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all licensed drivers who have a hazardous materials endorsement.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2019.

Indicator: Number driver's license/ID card records

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of driver's license and identification card records maintained by OMV.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered semi-monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all driver's license and identification card records maintained by the agency.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2019.

Indicator: Number of in-house audits performed

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number in-house audits performed on OMV records.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all in-house audits performed on OMV records.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2019.

Indicator: Number of hazardous materials drivers fingerprinted

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of hazardous materials drivers that have been fingerprinted.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all licensed drivers who have a hazardous materials endorsement that have been fingerprinted.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2019.

Indicator: Number of driver's license/ID card records checked against OPH

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of on-line comparisons of birth/death records recorded at the Office of Public Health against driver records maintained by the Office of Motor Vehicles.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered semi-monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all OMV records compared against OPH birth/death records.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2019.

Indicator: Percentage of hazardous materials drivers fingerprinted

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of hazardous materials drivers that have been fingerprinted.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of hazardous materials drivers who have been fingerprinted by the total number of hazardous materials drivers.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2019.

Indicator: Percentage of errors found during in-house audits

Indicator LaPAS PI Code: 14279

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of errors found during in-house audits.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of files which include errors found on in-house audits by the total number of .files audited in-house.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.2. Increase communication efforts to promote public awareness by 100% by June 30, 2019.

Indicator: Number of current public awareness initiatives

Indicator LaPAS PI Code: New

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	Measures the number of current public awareness initiatives, to improve customer awareness and enhance the level of public understanding.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all current public awareness initiatives led by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.2. Increase communication efforts to promote public awareness by 100% by June 30, 2019.

Indicator: Number of additional public awareness initiatives implemented

Indicator LaPAS PI Code: New

1. Indicator Type:	Output – GPI
2. Rationale, Relevance, Reliability:	Measures the number of additional public awareness initiatives that will be implemented, to improve customer awareness and enhance the level of public understanding.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all future public awareness initiatives that will be implemented by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.2. Increase communication efforts to promote public awareness by 100% by June 30, 2019.

Indicator: Percentage increase in public awareness initiatives implemented

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – Key
2. Rationale, Relevance, Reliability:	Measures the percentage increase of public awareness initiatives implemented by OMV, to improve customer awareness and enhance the level of public understanding.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the amount of public awareness initiatives implemented by OMV has increased by the total number of initiatives.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Gwen Dunware 225-925-6747 225-925-6303 (fax) Gwen.dunware@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2019.

Indicator: Annual number of incoming mail files

Indicator LaPAS PI Code: 23567

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of incoming mail files requesting documentation needs for reproduction for the enforcement of laws.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of requests made through written communication via mail.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2019.

Indicator: Annual number of incoming electronic files

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of incoming electronic files requesting documentation needs for reproduction for the enforcement of laws.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of requests made through electronic communication.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2019.

Indicator: Annual number of electronically transmitted case files

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of case files that are transmitted by electronic means.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of files transmitted by electronic means.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2019.

Indicator: Annual dollars spent on producing forms

Indicator LaPAS PI Code: 23568

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the amount spent on the printing and production of forms used by the agency.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the amount of money spent on producing forms needed by the agency.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2019.

Indicator: Number of forms eliminated and/or placed on website

Indicator LaPAS PI Code: 23569

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of forms no longer needed to be physically produced and either discontinued or available at the OMV website.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of forms either discontinued or that have been added to the website for use.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2019.

Indicator: Annual cost savings realized by elimination of forms and/or providing electronically

Indicator LaPAS PI Code: 23566

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the amount of money saved by either eliminating certain forms or providing forms on the OMV website.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the amount of money saved by OMV, because of elimination of printed forms or inclusion on the website.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.4. Through the Issuance of Driver’s Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2019.

Indicator: Number of road skills examinations administered by third parties

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of road skills examinations administered by someone other than OMV personnel.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of road skills tests administered by third parties.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.4. Through the Issuance of Driver’s Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2019.

Indicator: Number of compliance site visits completed

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of compliance site visits completed by OMV auditors.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of site visits completed by OMV personnel.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.4. Through the Issuance of Driver’s Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2019.

Indicator: Number of driver’s licenses issued

Indicator LaPAS PI Code: 23573

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of driver’s licenses issued by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of road skills tests administered by third parties.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.4. Through the Issuance of Driver’s Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2019.

Indicator: Percentage of customers satisfied and very satisfied

Indicator LaPAS PI Code: 23571

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers whose surveys reflected a “satisfied” or “very satisfied” rating.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of surveys received that were “satisfied” or “very satisfied” by the total number of surveys received.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2019.

Indicator: Number of vehicle registration transactions performed by Public Tag Agents

Indicator LaPAS PI Code: 11269

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration transactions that are performed by PTAs.
3. Use:	This indicator will be used for internal management purposes, and/or performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of vehicle registration transactions completed by Public Tag Agents in a certain period.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2019.

Indicator: Number of vehicle registration transactions processed

Indicator LaPAS PI Code: 23576

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration processed for the citizens of the state.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the vehicle registration transactions processed in a certain period.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2019.

Indicator: Number of temporary tags entered into Temporary Tag Database

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of temporary tag files created by issuers in the database.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the temporary tag files created in the database in a certain period.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2019.

Indicator: Amount of vehicle sales tax revenue collected (Parish/Municipal)

Indicator LaPAS PI Code: 23575

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the revenue collected from vehicle sales tax for parishes and municipalities.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the amounts of sales tax collected by OMV from vehicle sales for parishes and municipalities.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2019.

Indicator: Amount of vehicle sales tax collected (State)

Indicator LaPAS PI Code: 23577

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the revenue collected from vehicle sales tax for the State of Louisiana.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the amounts of sales tax collected by OMV from vehicle sales for the State of Louisiana.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2019.

Indicator: Percentage of vehicle registration renewals processed via mail and internet

Indicator LaPAS PI Code: 23578

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration renewals processed via mail or internet.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of registration renewals processed by mail or internet by the total number of renewals processed.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2019.

Indicator: Mail-in renewals processed by a business partner

Indicator LaPAS PI Code: 23580

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of mail-in renewals processed by a business partner of OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the mail-in renewals processed by someone other than OMV employees.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2019.

Indicator: Number of business partners contracted/licensed to provide motor vehicle services

Indicator LaPAS PI Code: 23582

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of business partners who have been contracted and licensed to provide motor vehicle services.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the business partners who are contracted and licensed to provide motor vehicle services.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2019.

Indicator: Number of quality assurance reviews performed on outsourced/contracted vendors

Indicator LaPAS PI Code: 23583

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of quality assurance reviews performed on outsourced vendors by OMV personnel.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the reviews performed on outsourced vendors.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2019.

Indicator: Percentage of business partners receiving a quality assurance review

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of contracted business partners who have had OMV perform a quality assurance (QA) review.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who have received a QA review by the total number of contracted business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	June Menard 337-948-0215 337-948-0217 (fax) June.menard@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver’s Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2019.

Indicator: Number of driver’s license records

Indicator LaPAS PI Code: 23589

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the total number of driver’s license records maintained by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the driver’s license records maintained by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver’s Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2019.

Indicator: Number of motor vehicle records

Indicator LaPAS PI Code: 23590

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the total number of motor vehicle records maintained by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the motor vehicle records maintained by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver’s Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2019.

Indicator: Number of driver’s licenses suspended

Indicator LaPAS PI Code: 23587

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of driver’s license records suspended by OMV within a certain period.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the driver’s licenses suspended by OMV within a certain period.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver’s Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2019.

Indicator: Number of motor vehicles revoked

Indicator LaPAS PI Code: 23588

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of motor vehicle records that have been revoked by OMV within a certain period.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the motor vehicle records revoked by OMV within a certain period.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver’s Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2019.

Indicator: Percentage of driver’s license and motor vehicle records revoked and/or suspended

Indicator LaPAS PI Code: 23586

1. Indicator Type:	Outcome - Supporting
2. Rationale, Relevance, Reliability:	Measures the percentage of records maintained by OMV that are either revoked or suspended.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of records which are either revoked or suspended by the total number of driver’s license and motor vehicle records.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kimberly Watson 225-925-4089 225-925-7024 (fax) Kimberly.watson@dps.la.gov

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.1.1. Multi-service stations (customer-centric services)

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input type="checkbox"/> Already Ongoing <input checked="" type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.1.2. Broaden electronic/automated services

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.1.3. Increase phone services to accommodate fluctuations in customer demands

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.1.4. Increase the number of customer flow management systems in local offices to expedite the routing of customers

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.1.5. Decrease walk-in customer wait times

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.2.1. Increase availability of computer-based training (CBT) for all employees

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input type="checkbox"/> Already Ongoing <input checked="" type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.2.2. Increase availability of flexible work schedules for employees

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.2.3. Expand the employee recognition program

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input type="checkbox"/> Already Ongoing <input checked="" type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.3.1. Expand training for OMV regulated business partners (VR training and third-party testers)

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.4.1. Provide reinstatement functions at increased number of offices

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 1.5.1. Increase media for public communication and status.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.1.1. Continue fingerprinting of all hazardous materials drivers

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input type="checkbox"/> Already Ongoing <input checked="" type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.1.2. Continue online verification of death certificates and implement verification of birth certificates with the Office of Public Health (OPH).

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input type="checkbox"/> Already Ongoing <input checked="" type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.1.3. Increase the number of internal audits performed.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.1.4. Establish employee training (web-based) on fraudulent document detection.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input checked="" type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input type="checkbox"/> Already Ongoing <input checked="" type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.2.1. Enhance public awareness initiatives via partnerships with other agencies/entities to disseminate new and updated agency policies

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.3.1. Expand methods of accepting, processing, and transmitting of case files.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.4.1. Increase regulatory oversight of driver licensing service providers.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.5.1. Provide law enforcement real-time access to vehicle owner information from the point of sale.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.6.1. Increase options for secure service delivery to the public.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified

**STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES**

Strategy: 2.7.1. Establish internet-based inquiry and reporting of convictions and violations.

<input checked="" type="checkbox"/> Analysis	<input type="checkbox"/> Cost Benefit Analysis Conducted <input checked="" type="checkbox"/> Other Analysis Used <input type="checkbox"/> Impact on Other Strategies Considered
<input checked="" type="checkbox"/> Authorization	<input checked="" type="checkbox"/> Authorization Exists <input type="checkbox"/> Authorization Needed
<input checked="" type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Needed Structural or Procedural Change(s) Identified <input checked="" type="checkbox"/> Resource Needs Identified
<input checked="" type="checkbox"/> Time Frame	<input checked="" type="checkbox"/> Already Ongoing <input type="checkbox"/> New Startup Date Estimated <input type="checkbox"/> Lifetime of Strategy Identified
<input checked="" type="checkbox"/> Fiscal Impact	<input checked="" type="checkbox"/> Impact on Operating Budget <input type="checkbox"/> Impact on Capital Outlay <input checked="" type="checkbox"/> Means of Finance Identified