

<b>Motor Vehicle Commission</b> <b>Performance Indicators - 2020</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>FY19 Actual</b>	<b>FY20 Revised</b>	<b>FY21 Target</b>
<b>Improve Driver and Vehicle Safety</b>					
Percent of participants who pass the motorcycle certified rider safety course	M	increase	82.20%	100%	100%
Average number of bus safety inspections per person per day	M	increase	4.7	5.0	5.0
Wait time for an emissions inspection at an MVC inspection lane (minutes)	M	decrease	10.0	8.0	8.0
<b>Service Delivery Levels - Driver Testing</b>					
To receive a scheduled road test for a class D driver license (calendar days)	M	decrease	21.0	<20.0	<20.0
To receive a scheduled road test for a CDL driver license (calendar days)	M	decrease	31.0	<45.0	<45.0
To receive a scheduled road test for a motorcycle driver license (calendar days) (a)	M	decrease	7.0	<10.0	<10.0
<b>Service Delivery Levels - Correspondence Response Times</b>					
To speak with a representative for general information (minutes)	M	decrease	7	5.0	5.0
To receive a response from an email (business days)	M	maintain	1	1.0	1.0
To receive a response from a letter (business days)	M	maintain	14	10.0	10.0
(a) Motorcycle training and testing services do not operate during the months of January and February.					
<b>Improve Customer Identification and Document Security</b>					
Percent of law enforcement officers and major stakeholders trained in fraud/forgery prevention (goal is four training classes to law enforcement per month)	M	increase	n/a	n/a	100%
<b>Service Delivery Levels - Field Agency Wait Time</b>					
Average customer wait time at an agency for a standard driver's license (minutes)	M	decrease	n/a	n/a	<45
Average transaction time for a REAL ID driver's license (minutes)	M	decrease	n/a	n/a	<20
<b>Service Delivery Levels - License Renewals</b>					
Percent of qualifying mail-in license renewals processed at agency offices	M	decrease	67.8%	<65%	n/a
Percent of qualifying driver's license renewals processed at an agency	M	decrease	n/a	n/a	<65%
Percent of qualifying driver's license renewals processed through the mail	M	decrease	n/a	n/a	<10%
Percent of qualifying driver's license renewals processed online	M	increase	n/a	n/a	>25%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>					
Percent of registration renewals processed online	M	increase	31.8%	>38%	>40%
Percent of registration renewals processed at an agency	M	decrease	32.6%	<20%	<25%
Percent of registration renewals processed through the mail	M	decrease	n/a	n/a	<35%
<b>Service Delivery Levels - Mobile Unit Deployment (b)</b>					
Number of days Mobile Units are deployed (days)	D	increase	n/a	n/a	>50
(b) Mobile Units are deactivated for the winter months December through February for maintenance and repairs.					
<b>Improve Financial Sustainability</b>					
Percentage of total federal grant dollars expended for those grants closed during the current state fiscal year	A	maintain	100%	100%	100%