

Performance Measures

Department Name: MDOS
 Executive/Director: M. Senyko
 Period: January 2017

January 2017

Metric	Status	Trend	Target	Current	Previous
Customer/Constituent					
Information Center average response time	Green		6:00	6:27	5:04
Percent of favorable comment cards	Green	=	85%	85%	85%
Percent of transactions performed at ExpressSOS (online)	Red		20%	12%	14%
Percent of transactions performed in channels alternative to ExpressSOS in RBM/SST's	Green		15%	16%	15%
Average number of calendar days to issue standard driver licenses	Green		8	2.6	3
Branch office computer system availability	Green		98%	96%	99%
Average number of calendar days to issue standard vehicle titles	Green	=	6	4	4
Internal Business Process					
Percent of dealer license applicants who are free of major violations in their first year of licensing	Green		>90%	95%	* 93.0%
Elections Oversight					
Voter Participation—Number of Military and Overseas Ballots Cast (Nov 2016 election)	Green		10% increase over 2 year	17,344	1,111
Voter Registration	Green	=	100%	98%	98%

*Current numbers per November 2016 election

Legend: Green 90% or greater of target
Yellow >=75% to <90% of target
Red <75% of target

 Trending better than previous month
 = No change since previous month
 Trending worse than previous month

