

**Excellence in Transportation
Compliance Investigation's BSC**

To ensure compliance with motor vehicle industry regulations for the benefit of all

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YEAR
<i>Define and Clarify Roles and Responsibilities</i>						
	Completion date for proposal		10/31/2015	TBD		
		<i>Evaluate roles and responsibilities</i>				
		<i>Identify employee strengths and weaknesses</i>				
		<i>Hold quarterly staff meetings</i>				
		<i>Don't assume other Program's responsibilities</i>			<i>"Office of Responsibility"</i>	
		<i>Streamline operations (expand responsibility for dealer licensing)</i>				
		<i>Specify duties in regards to Ignition interlock device (IID) and IRP</i>				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YEAR
Ensure Compliance					Dealers, Rental and Taxi Companies, Salvage Companies, Fuel Companies, etc.	
	% of licensees in compliance at end of calendar year		85% or more	TBD		83.62% (14) 89.7% (13)
		<i>Compare contacts (calls, emails, etc) to cases and resolutions</i>				
		<i>Conduct compliance reviews</i>			County Clerks, law enforcement, etc.	
		<i>Conduct investigations</i>				
		<i>Enforce regulations</i>				
		<i>Provide education</i>				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YEAR
Enhance regulatory authority						
	Completion date to recommend rental and salvage rules		10/31/15	TBD		
	% of legislation (including rules and regulations) reviewed		100% proposed legislation	TBD		100% (14) 100% (13) 100% (12)
		<i>Review current legislation to identify needed changes, conduct research and make recommendations</i>				
		<i>Review proposed legislations, conduct research determine feasibility and make recommendations</i>				
		<i>Identify opportunities for changes in laws/regulations</i>				
		<i>Collaborate with MVS to recommend rental and salvage rules similar to dealer rules and regs</i>				
		<i>Develop and enhance partnership with law enforcement and/or county attorneys</i>				

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Provide Staff Development						
	# of training events		2 events/per employee/every 2 years	TBD		100%
		<i>Identify training needs of staff</i>				
		<i>Provide training opportunities</i>				
		<i>Offer IDPs to all employees</i>				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YEAR
Enhance Customer Service						
	Rating from Customer Service Surveys	Send annual customer service surveys to various customers (Dealers, Clerks, Treasurers, Slvg Yards, Rental, etc.	at least 90%			
	Rating from training evaluations		at least 90%	TBD		91% (13) 94% (14)
		<i>Promote and expand training</i>				
		<i>Develop training programs (for example; VIN fraud training)</i>				
		<i>Be responsive to public by being efficient, professional, prompt and knowledgeable</i>				
		<i>Evaluate customer surveys, call logs and monthly reports</i>				
		<i>Communicate with Other Programs at their semi-annual staff meeting to reinforce communication/misunderstandings (Driver Services, MVS, Fuel Tax, etc)</i>				
		<i>Implement valid suggestions from training evaluations</i>				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YEAR
<i>Be Good Stewards of our Resources</i>						
	Budget variance		At or under	TBD		96%(FY14) 97.52% (FY13) 92.48% (FY12)
		<i>Monitor budget monthly</i>				
		<i>Ensure employees have the proper resources to do their jobs</i>				
		<i>Stay at or under budget</i>				
		<i>Identify and document efficiencies in the use of resources</i>				
		<i>Relocate to a larger office</i>				