

## Motor Vehicle Services Program BSC

*Administer vehicle licensing laws, provide exceptional customer service and produce quality license plates*

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	LEAD	COMMENTS	LAST YR
<b>Provide Exceptional Customer Service</b>							
	Rating from Customer Satisfaction Survey		≥ 90%	TBD			81% Titles/Registration (11) 89% Dealers (11) 87% Commercial Vehicles (11)
		<i>Attend customer service classes</i>					
		<i>Provide customers with accurate and professional information</i>					
		<i>Find ways to appreciate customers</i>					
		<i>Follow-up with customers within one business day</i>					
		<i>Conduct customer satisfaction surveys</i>			Kristi	by 12/31/15	
		<i>Research and apply best practices</i>					
		<i>Improve directional signage for customers within WYDOT's complex</i>			Jody		
		<i>Keep web and forms updated</i>			Shannon, Kristi		

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<b>Educate and Train Customers</b>							
	Completion date for course development: IFTA		12/31/15	TBD			
	Completion date for training guide: State Assigned VIN		12/31/14	TBD		VIN= Vehicle Information Number	
	Completion date for course development: IRP		12/31/16	TBD			
	Rating from Customer Satisfaction Survey regarding training		TBD	TBD			
	# of courses presented		1 per year	TBD			
		<i>Provide formal training</i>			Melinda	Courses for truckers on IFTA/IRP	
		<i>Provide informal face to face training</i>					
		<i>Find ways to educate customers on laws, rules and regulations</i>					

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<b>Enhance Teamwork and Develop Employees</b>							
	Completion date for cross training on plate plant supervision position		12/31/14	TBD			
	Completion date for cross training on clearinghouse process for IFTA, IRP and Audits processes		12/31/14	TBD			
	Completion date for cross training on transporter plates process		12/31/14	TBD			
	Completion date for cross training on rental surcharge		12/31/14	TBD			
	Completion date to review and update desk manuals		by July 1 of each year	TBD			
		<i>Host teambuilding activities</i>			KC, Kristi		
		<i>Take development classes</i>					
		<i>Provide cross training</i>			Kristi		
		<i>Encourage co-workers</i>					
		<i>Hold meetings for input on improvement and to share information. Make changes based on input.</i>			Debbie, Steve		
		<i>Hold quarterly off-site staff luncheons</i>			Jen, Shannon F		
		<i>Set-up a suggestion box</i>			Kristi		

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	LEAD	COMMENTS	LAST YR
<b>Exercise Good Stewardship</b>							
	Budget Variance		At or under budget	TBD		2012: -7.47% 4460 -29.7% 4441 -34.00% 4440 Biennial 2011: -52.89% 4460 -25.16% 4441 See 2012 4440	2013: -39.9% 4460 -8.16% 4441 -18.23% 4440
	# of Preventative Maintenance to Vehicles Performed		1/yr (forklift) Every 300 hrs (truck)	TBD		Oil changed on forklift 4/10, 5/11, 3/12, 4/13. Larry is also doing weekly checks on forklift. Oil changed on truck 1702 hours 72864 miles 11/10; 1902 hours 79578 miles 1/12; 2017 hours, 89146 miles 8/12; 2066 hours, 91117 miles 12/12; 2204 hours 92101 miles 1/13.	1/yr (forklift) Every 200 hours on truck
	# of Preventative Maintenance to Equipment Performed		2/yr (printer) 1/yr (blinking press)	TBD		Printer and blanking press. 3M conducts preventative maintenance. 3M came July 11 - Printer; Oct 11 = Printer; Nov 11 = Press; May 12 = Printer; Nov 12 = Printer and Press; June 13 = Printer; Scheduled in Nov or Dec 13 = Printer and Press	2/yr (printer) 1/yr (blinking press)
	% of Waste on License Plates		< 10%	TBD		2011 - 163,353 with 14,701 waste = 9% 2012 - 219,044 with 13,142 waste = 6% 2013 through 9/30/13 199,546 with 12,970 waste = 7%	< 9%
		<i>Recycle all resources possible</i>					
		<i>Save money by doing cost comparison/research</i>					
		<i>Research process improvements to reduce labor hours</i>			Debbie, Kristi		
		<i>Schedule regular maintenance on equipment</i>					
		<i>Ensure quality control</i>					
		<i>Obtain quality supplies</i>					

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<b>Comply with Laws and Rules &amp; Regulations</b>							
	Opinion on Audit Conducted by IFTA		In Compliance	TBD		In Compliance with minor errors reported	Feb 6 - 10, 2012
	Opinion on Audit Conducted by IRP		In Compliance	TBD		In Compliance with minor errors reported	Oct 9 - 11, 2012
	Completion date to review Operating Authority Rules & Regs		12/31/2014	TBD			
	Completion date to review Insurance Requirements in Rules and Regs		12/31/2014	TBD			
	Completion date to review Dealer Licensing in Rules and Regs		7/31/2014	TBD			
		<i>Stay current on pertinent laws, rules and regulations</i>					
		<i>Stay current with external and/or peer reviews</i>					
		<i>Hold monthly meetings to thoroughly go over statutes</i>				Debbie, Kristi	