

## Driver Service's BSC

*Promote safety by educating, evaluating and lawfully licensing drivers while providing quality customer service*

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	LEAD	COMMENTS	LAST YR
<b>Provide Excellent Customer Service</b>							
	Customer Satisfaction Rating (Courtesy of Driver Services personnel)	<i>Gather feedback from our customers by asking "How satisfied or dissatisfied were you with the courtesy of the staff?"</i>	At least 90%	TBD			89.6% (2014) 89.5% (2012) 91.1% (2010)
	Customer Satisfaction Rating (Promptness of Driver Services personnel)	<i>Gather feedback from our customers by asking "How satisfied or dissatisfied were you with the promptness of the staff?"</i>	At least 80%	TBD			78% (2014) 77% (2012) 86% (2010)
		<i>Continue to influence obtaining additional resources including personnel, equipment</i>			Debbie, Misty		
		<i>Use email vs. paper correspondence</i>			Helen		
		<i>Update website</i>			Tracy		
		<i>Hold employees accountable</i>					
		<i>In the future, implement postcard renewal notification mobile exam station, and paperless renewals (on-lines)</i>			Helen		
		<i>Update manuals annually and conduct quarterly reviews of desk top reference</i>			Misty	Rules of the Road, CDL and Motorcycle	

## Driver Service's BSC

*Promote safety by educating, evaluating and lawfully licensing drivers while providing quality customer service*

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	LEAD	COMMENTS	LAST YR
Promote Employee Development							
	% of employees completing advanced and additional training		80%	TBD		Advanced training related to job duties and professional development	
		<i>Provide continued growth opportunities through training (eLearning, statewide, WYDOT U, on-line)</i>			Driver Services Staff		
		<i>Foster team unity throughout all levels of Driver Services and promote employee buy-in</i>					
		<i>In the future, office modification to enhance employee safety</i>					

## Driver Service's BSC

*Promote safety by educating, evaluating and lawfully licensing drivers while providing quality customer service*

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	LEAD	COMMENTS	LAST YR
Improve Communications, Internally and Externally							
	Rating from Employee Survey Regarding Communications		At least 75%	TBD		Question 1 - 84.4% "expected of me at work"; Q4 - 81.8% "talking with my immediate supervisor about job-related issues;" Q14 -47.7% "talked about ways I can develop in my career;" Q15 - 65.9% "informed about matters that affect my work"	69.9% (15)
	Completion date to update manuals		9/30/2016	TBD		Examiner's manual	
	# of reviews of desk top reference		4	TBD		At least quarterly	
		<i>Provide up-to-date manuals, desk top references, publications, etc</i>			Misty		
		<i>Encourage innovative thinking and input without reservation</i>					
		<i>Train on the communications tools available (Steering Wheel)</i>					

## Driver Service's BSC

*Promote safety by educating, evaluating and lawfully licensing drivers while providing quality customer service*

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	LEAD	COMMENTS	LAST YR
Improve Processes Throughout Drivers Services							
	Budget Variance		At or Under Budget	TBD			99.91% (15) 97.32% (14) 102.20% (13)
	% of Supervisors improving at least one key process/per year		100%	TBD			
		<i>Each department improves at least one key process per year</i>			Driver Services Staff		
		<i>Go paperless (electronic application, eliminate or reduce paper, etc)</i>			Helen		
		<i>Provide good stewardship of our resources</i>			Driver Services Staff		