

# 2003-05 Performance Progress Report

## For Quarter Ending 6/30/2005

Agency 240

### Department of Licensing

#### Mission

We are an agency that protects the public safety and welfare in all areas we license and regulate, and ensures the fair and efficient collection of state revenue.

**Goal** Protect public safety and welfare through licensing and regulation.

**Performance Measure** Total number of vehicle title transactions completed.

\* This relates to statewide results priority #11 Improve ability of government to achieve its results efficiently and effectively.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	558,000	558,000	558,000	558,000	558,000	558,000	558,000	558,000
Actual	575,552	492,624	509,442	581,065	372,262	496,843	517,739	510,063
Date Measured								

**Performance Measure** Number of registration tabs issued.

\* This relates to statewide results priority #11 Improve ability of government to achieve its results efficiently and effectively.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000	1,473,000
Actual	1,641,478	1,273,163	1,559,778	1,710,763	1,047,950	1,375,932	1,426,575	1,799,927
Date Measured								

**Goal** Revise work processes to decrease turnaround time and improve accuracy.

**Performance Measure** Average driver license renewal wait time (in minutes).

\* 95-97 data not collected. This relates to statewide results priority #8 Improve Safety of people and property.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	14.2	9.5	10.5	12.2	14.2	9.9	10.0	11.0
Actual	13.1	8.4	9.1	10.4	11.8	7.5	10.5	10.9
Date Measured								

**Goal** Improve service efficiency and work processes.

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**Performance Measure** Average completed calls per day at Driver Services Customer Service Unit.

\* This relates to statewide results priority #8 Improve Safety of people and property.

Output	Fiscal Year 2004				Fiscal Year 2005			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	700	700	700	700	700	700	700	700
Actual	706	707	727	785	797	736	736	736
Date Measured	10/19/2004							