

Motor Vehicle Commission

Performance Indicators - FY2024

	FY2022 Actual	FY2023 Revised (a)	FY2024 Target
Improve Driver and Vehicle Safety			
Percent of participants who pass the motorcycle certified rider safety course (b)	92.8%	91.3%	100.0%
Average number of bus safety inspections per person per day	4.6	13.2	5.0
Wait time for an emissions inspection at an MVC inspection lane (minutes)	8.0	7.2	8.0
Service Delivery Levels - Driver Testing			
To receive a scheduled road test for a class D drivers license (calendar days)	3.0	2.1	< 20 .0
To receive a scheduled road test for a CDL drivers license (calendar days)	3.0	2.3	< 30.0
To receive a scheduled road test for a motorcycle drivers license (calendar days)	1.0	1.0	< 15.0
Service Delivery Levels - Correspondence Response Times			
To speak with a representative for general information	11.0	1.9	1.0
To provide a response from an email (business days)	1.0	1.0	1.0
To provide a response from a letter (business days)	8.0	10.0	10.0
Improve Customer Identification and Document Security			
Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month)	168.8%	157.0%	100.0%
Service Delivery Levels - Field Agency Wait Time			
Number of days mobile units are deployed (mobile unit days; combined for 2 mobile units) (c)	40%	32%	> 15.0 (e)
Service Delivery Levels - License Renewals			
Percentage of qualifying license renewals processed on-line	n/a	n/a	> 25.0%
Percent of qualifying mail-in license renewals processed at agency offices	58.6%	60.0%	< 65.0%
Percent of qualifying mail-in license renewals processed through the mail	41.4%	40.0%	> 10.0%
Service Delivery Levels - Vehicle Registration Renewal			
Percent of registration renewals conducted online	58.6%	60.0%	> 38.0%
Percent of registration renewals conducted at local agency offices	12.0%	12.0%	< 20.0%
Percent of registration renewals conducted through mail	29.4%	28.0%	< 42.0%
Improve Financial Sustainability			
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year (d)	100.0%	100.0%	100.0%

(a) FY 23 represents a 7 month average (Jul - Jan)

(b) Motorcycle rider safety training services do not operate during the months of January, February and March

(c) Mobile Units have 9 month deployment schedules to avoid/allow for winter weather conditions

(d) Grant data is updated annually every June for current period. Prior period performance is as of June 2022 data

(e) Prior year parameter showed percentage of operating time mobile units were deployed; FY 24 parameter will show actual number of days when all mobile units are deployed