

LOUISIANA DEPARTMENT OF PUBLIC SAFETY
OFFICE OF MOTOR VEHICLES
Strategic Plan
FY 2020-2021 through FY 2024-2025

Vision

The Office of Motor Vehicles (OMV) will provide the highest quality service and protection to internal and external customers in an environment that views change as opportunity.

Mission

The Office of Motor Vehicles (OMV) performs functions of the state relative to the examination and licensing of operators of motor vehicles, the suspension and revocation of such licenses, issuance of vehicle title and registration certificates, license plates for all motor vehicles operated upon the highways of the state, recordation of liens against vehicles, and the collection of sales/use tax and other appropriate fees, all in accordance with applicable laws.

Philosophy

The Office of Motor Vehicles (OMV) will serve the public in a professional, compassionate, and responsive manner while maintaining a high standard of quality through an innovative approach to customer service.

Agency Goals

1. Provide unparalleled service to both internal and external customers.
2. Protect consumers and ensure public safety through communication and accountability.

1. Provide unparalleled service to both internal and external customers.
 - 1.1. Objective: Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency, and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Strategies:

 - 1.1.1. Broaden electronic/automated services
 - 1.1.2. Increase phone services to accommodate fluctuations in customer demands
 - 1.1.3. Increase the number of customer flow management systems in local offices to expedite the routing of customers
 - 1.1.4. Decrease walk-in customer wait times

Performance Indicators:

Input	• Number of DL/VR field locations • Number of field reinstatement locations • Number of electronic/automated services offered • Average daily number of call center telephone agents • Number of field office locations • Number of walk-in customer transactions • Large OMV office wait time (average in minutes) (GPI) • Medium OMV office wait time (average in minutes) (GPI) • Small OMV office wait time (average in minutes) (GPI) • Number of incoming call center telephone calls (GPI)
Output	• Number of field office locations offering customer flow management system routing • Number of transactions processed via Internet • Number of transactions performed by Public Tag Agents
Outcome	• Percentage of call center telephone calls answered • Average wait time in call center telephone queues (in minutes) • Percentage of field offices offering customer flow management system routing • Percentage of Class D and E driver's licenses returned and processed by mail (GPI) • Percentage of Class D and E driver's licenses returned and processed via the Internet (GPI) • Percentage of identification cards returned and processed by mail (GPI) • Percentage of identification cards returned and processed via the Internet (GPI)

- Percentage of vehicle registration renewals returned and processed by mail (GPI)
- Percentage of vehicle registration renewals returned and processed via the Internet (GPI)

1.2 Objective: Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2025.

Strategy:

1.2.1 Increase media for public communication and status.

Performance Indicators:

- | | |
|----------------|---|
| Output | <ul style="list-style-type: none"> • Number of transactions completed via internet • Number of statuses issued by email |
| Outcome | <ul style="list-style-type: none"> • Average wait time in telephone queue (in minutes) • Percentage of call center telephone calls answered |

1.3 Objective: To totally migrate off of the UNISYS mainframe and modernize existing applications in order to stop paying high maintenance fees on an obsolete processing environment and to add the flexibility of open systems, including credit card payments, by June 30, 2025.

Strategies:

- | | |
|-------|--|
| 1.3.1 | Remove 100% of all existing applications from the UNISYS mainframe, including Finance and all OMV systems, by migrating systems to current server technologies or the IBM Mainframe by using approved applications software tools and methods by June 30, 2025. |
| 1.3.2 | Implement reengineered office procedures and automation for the entire Office of Motor Vehicles, applicable to all types of searches, creation and maintenance of audit logs, payment modules and interfaces to OMV systems, the website's Expresslane, and Content Manager. |

Performance Indicators:

- | | |
|----------------|--|
| Outcome | <ul style="list-style-type: none"> • Percentage of systems migrated from the Unisys Mainframe • Percentage of reengineered processes implemented for the entire Office of Motor Vehicles |
|----------------|--|

2. Protect customers and ensure public safety through communication and accountability.

- 2.1. Objective: Increase Homeland Security efforts by 80% by June 30, 2025.

Strategies:

- 2.1.1. Continue fingerprinting of all hazardous materials drivers
- 2.1.2. Continue online verification of death certificates and implement verification of birth certificates with the Office of Public Health (OPH)
- 2.1.3. Establish employee training (web-based) on fraudulent document detection

Performance Indicators:

- | | |
|----------------|--|
| Input | <ul style="list-style-type: none">• Number of hazardous materials drivers• Number of driver's license/ID card records• Number of in-house audits performed |
| Output | <ul style="list-style-type: none">• Number of hazardous materials drivers fingerprinted• Number of driver's license/ID card records checked against OPH |
| Outcome | <ul style="list-style-type: none">• Percentage of hazardous materials drivers fingerprinted• Percentage of errors found during in-house audits |

- 2.2. Objective: Increase communication efforts to promote public awareness by 100% by June 30, 2025.

Strategy:

- 2.2.1. Enhance public awareness initiatives via partnerships with other agencies/entities to disseminate new and updated agency policies.

Performance Indicators:

- | | |
|----------------|---|
| Input | <ul style="list-style-type: none">• Number of current public awareness initiatives (GPI) |
| Output | <ul style="list-style-type: none">• Number of additional public awareness initiatives implemented (GPI) |
| Outcome | <ul style="list-style-type: none">• Percentage increase in public awareness initiatives implemented |

- 2.3. Objective: Through the Document Management activity, maintain evidence of events to help support courts, law officials and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2025.

Strategy:

2.3.1. Expand methods of accepting, processing and transmitting of case files.

Performance Indicators:

- | | |
|--------------|--|
| Input | <ul style="list-style-type: none">• Annual number of incoming mail files• Annual number of incoming electronic files• Annual number of electronically transmitted case files |
|--------------|--|

2.4. Objective: Through the issuance of Driver's Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2025.

Strategy:

2.4.1. Increase regulatory oversight of driver licensing service providers.

Performance Indicators:

- | | |
|---------------|---|
| Input | <ul style="list-style-type: none">• Number of road skills examinations administered by third parties• Number of compliance site visits completed |
| Output | <ul style="list-style-type: none">• Number of credentials issued |

2.5. Objective: Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2025.

Strategy:

2.5.1 Provide law enforcement real-time access to vehicle owner information from the point of sale

Performance Indicators:

- | | |
|---------------|---|
| Input | <ul style="list-style-type: none">• Number of vehicle registration transactions performed by Public Tag Agents• Number of vehicle registration transactions processed• Number of temporary tags entered in Temporary Tag Database |
| Output | <ul style="list-style-type: none">• Amount of vehicle sales tax revenue collected (Parish/Municipal) |

- Amount of vehicle sales tax collected (State)
- Outcome** • Percentage of vehicle registration renewals processed via mail and Internet

2.6. Objective: Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2025.

Strategy:

2.6.1 Increase options for secure service delivery to the public

Performance Indicators:

- Input**
 - Mail-in renewals processed by a business partner
 - Number of business partners contracted/licensed to provide motor vehicle services
- Output**
 - Number of quality assurance reviews performed on outsourced/contracted vendors
- Outcome**
 - Percentage of business partners receiving a quality assurance review

2.7. Objective: Through the Suspension of Driver's Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2025.

Strategy:

2.7.1 Establish internet-based inquiry and reporting of convictions and violations

Performance Indicators:

- Input**
 - Number of driver's license records
 - Number of motor vehicle records
- Output**
 - Number of driver's licenses suspended
 - Number of motor vehicles revoked
- Outcome**
 - Percentage of driver's license and motor vehicle records revoked and/or suspended

Department of Public Safety & Corrections
Office of Motor Vehicles
Strategic Plan Appendix
Fiscal Year 2020-2021 through 2024-2025

The principal clients and users of the Office of Motor Vehicles Licensing program are licensed drivers, registered owners of vehicles, law enforcement, dealerships, financial institutions, government entities (federal, state and local), insurance industry and customers seeking information pertaining to driver licenses and motor vehicle registration laws.

The program requires the promulgation and enforcement of rules and regulations that allow citizens to operate motorized vehicles upon the highways and streets of Louisiana. This program is managed in a professional, compassionate and responsive manner while maintaining a high standard of quality through an innovative approach to customer service. Several alternative methods of compliance have been established to reduce walk-in customers; however, the agency has no control over the willingness of clients to participate in the electronic means offered. The agency will utilize a turnkey communications program entitled “Get It Together” to better inform and educate clients.

Goal One was established by Executive Order #MJF 97-39 in which the Governor ordered all state agencies in the Executive Branch, and all officers and employees to deliver effective, efficient and responsive customer service to the individuals and entities they serve.

Goal Two was established under the authority of Title 32, Title 47 and Title 36, Section 401 et seq. of the Louisiana Revised Statutes.

The primary persons who will benefit from Objectives 1.1 and 1.2 are the citizens of Louisiana. The primary persons who will benefit from Objective 1.3 are the citizens of Louisiana, the employees of the Office of Motor Vehicles, and the regulated business partners of the Office of Motor Vehicles.

The primary persons who will benefit from Objective 2.1 are the court systems, law enforcement, insurance industry, private industry, state agencies and all other individuals requesting expedient service from the Office of Motor Vehicles. The primary persons who will benefit from Objective 2.2 are the citizens of Louisiana. The primary persons who will benefit from Objective 2.3 are court systems, law enforcement. The primary persons who will benefit from Objective 2.4 are citizens of Louisiana. The primary persons who will benefit from Objective 2.5 are law enforcement and Louisiana citizens. The primary persons who will benefit from Objective 2.6 are private industry and Louisiana citizens. The primary persons who will benefit from Objective 2.7 are law enforcement, insurance industry and citizens of Louisiana.

A SWOT analysis was performed to determine potential external factors that may influence performance. (See attached).

The methods/tools used to develop objectives and strategies included management brainstorming sessions and research. The team also utilized a tool called “Objective Clusters” to generate goals and objectives to promote individual contribution.

The Strategy Analysis Checklist obtained from Manageware was used in preparation of the agency strategic plan. This program is not duplicated elsewhere. Privatization provides for functions to be performed outside the agency. The agency is currently undergoing a major re-engineering of its infrastructure to eliminate any duplication of daily functions.

All performance indicators will be used to evaluate efficiency and effectiveness of the Office of Motor Vehicles in its performance of functions of the state relative to the examination and licensing of operators of motor vehicles, the suspension and revocation of such licenses, issuance of vehicle title and registration certificates, license plates for all motor vehicles operated upon the highways of the state, recordation of liens against vehicles, and the collection of sales/use tax and other appropriate fees, all in accordance with applicable laws. See attached Performance Indicator Documentation sheets for more information.

All data used in preparing this Strategic Plan will be preserved and maintained for a period of at least three years, or longer, if required by record retention laws.

Human Resource Policies Beneficial to Women and Families: Public Safety Services grants flexible work schedules, when possible, to accommodate employees with child care or other family issues. The Department has an Employee Assistance Program which provides information and guidance for employees and/or family members. In accordance with Federal Law, the Department supports the Family and Medical Leave Law Act and upholds practices within those guidelines, supporting employees and families.

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of DL/VR field locations

Indicator LaPAS PI Code: 11277

1. Indicator Type:	Input – Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration/drivers license field office locations.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple Math – Adding the number of vehicle registration/drivers license office locations
8. Scope:	Disaggregate
9. Caveats:	This indicator has no limitations or weaknesses.
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of field reinstatement locations

Indicator LaPAS PI Code: 11279

1. Indicator Type:	Input – Key	
2. Rationale, Relevance, Reliability:	Measures the number of reinstatement field office locations.	
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.	
4. Clarity:	The indicator name clearly identifies what is being measured.	
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.	
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.	
7. Calculation Methodology:	Simple Math – Adding the number of field reinstatement locations	
8. Scope:	Disaggregate	
9. Caveats:	The indicator has no limitations or weaknesses.	
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov	Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of electronic/automated services offered

Indicator LaPAS PI Code: New

1. Indicator Type:	Input – Key
2. Rationale, Relevance, Reliability:	To determine the number of automated and electronic services offered to customers via the internet or interactive voice response system.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services via these methods. It will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual count is kept in the Administration office within OMV.
6. Data Source, Collection and Reporting:	Manual count; gathered quarterly; reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the electronic and automated service media offered to the public.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Average daily number of call center telephone agents

Indicator LaPAS PI Code: 21939

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of on-site toll-free agents available daily to assist the public
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. OTM systems keep a tally of this measure readily available, which is verified by OTM.
6. Data Source, Collection and Reporting:	Automatic Call Distribution Reports provided by Office of Telecommunications Management – Gathered daily, weekly, and monthly – Reported quarterly on a state fiscal year
7. Calculation Methodology:	The formula written within the software that provides the reports (average number of call center agents available daily).
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917; 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of field office locations

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key	
2. Rationale, Relevance, Reliability:	Measures the number of field office locations.	
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.	
4. Clarity:	The indicator name clearly identifies what is being measured.	
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.	
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.	
7. Calculation Methodology:	Simple math – A summation of the field offices located within the State.	
8. Scope:	Disaggregate	
9. Caveats:	The indicator has no limitations or weaknesses.	
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov	Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of walk-in customer transactions

Indicator LaPAS PI Code: 10558

1. Indicator Type:	Input - Key	
2. Rationale, Relevance, Reliability:	Measures the total number of customer transactions.	
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.	
4. Clarity:	The indicator name clearly identifies what is being measured.	
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable and accurately reported.	
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.	
7. Calculation Methodology:	Simple math – A summation of all transactions performed by location each day.	
8. Scope:	Aggregate	
9. Caveats:	The indicator has no limitations or weaknesses.	
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov	Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Large OMV office wait time (average in minutes)

Indicator LaPAS PI Code: 11300

1. Indicator Type:	Input – GPI	
2. Rationale, Relevance, Reliability:	To provide an average wait time in large OMV field offices.	
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.	
4. Clarity:	The indicator name clearly identifies what is being measured.	
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.	
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.	
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.	
8. Scope:	Disaggregate	
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.	
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov	Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Medium OMV office wait time (average in minutes)

Indicator LaPAS PI Code: 11302

1. Indicator Type:	Input – GPI	
2. Rationale, Relevance, Reliability:	To provide an average wait time in medium OMV field offices.	
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.	
4. Clarity:	The indicator name clearly identifies what is being measured.	
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.	
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.	
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.	
8. Scope:	Disaggregate	
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.	
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov	Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Small OMV office wait time (average in minutes)

Indicator LaPAS PI Code: 11303

1. Indicator Type:	Input – GPI	
2. Rationale, Relevance, Reliability:	To provide an average wait time in small OMV field offices.	
3. Use:	This indicator will be used for internal management purposes and may also be used for performance-based budgeting.	
4. Clarity:	The indicator name clearly identifies what is being measured.	
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual log is maintained with information directly affecting this indicator.	
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.	
7. Calculation Methodology:	Simple math – Divide the summation of wait times for each location by the number of customers seen in each location.	
8. Scope:	Disaggregate	
9. Caveats:	The limitation of this indicator is that wait times vary, depending on day of the week, location, time of day, and whether a holiday has recently occurred.	
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov	Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of incoming call center telephone calls

Indicator LaPAS PI Code: 20940

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	Measures the number of incoming telephone calls in the OMV call center.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the telephone calls received by each section of the OMV call center.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of field office locations offering customer flow management system routing

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of field office locations offering a customer flow management system.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	"Customer flow management system" refers to an automated system installed in offices which routes customers dependent on requested service. It provides management with tools to allow better customer service to the public.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log – Gathered quarterly – Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple Math – A summation of field office locations that offer customer flow management system routing.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of transactions processed via internet

Indicator LaPAS PI Code: 23570

1. Indicator Type:	Output – Key
2. Rationale, Relevance, Reliability:	Measures the number of transactions performed by way of the internet.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the agency.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the transactions performed by way of the internet.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Number of transactions performed by Public Tag Agents

Indicator LaPAS PI Code: 11269

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of transactions performed by Public Tag Agents.
3. Use:	This indicator will be used for internal management purposes and may also surface for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to be valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the transactions performed by Public Tag Agents.
8. Scope:	Aggregate
9. Caveats:	Currently, this indicator only includes vehicle registration transactions, as these are the only transactions performed by Public Tag Agents.
10. Responsible Person:	Ashleigh Starnes 225-925-4089 Ashleigh.Starnes@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of call center telephone calls answered

Indicator LaPAS PI Code: 20923

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of customers assisted by agents.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. Reports are generated by OTM for OMV.
6. Data Source, Collection and Reporting:	Automatic Call Distribution Reports provided by the Office of Telecommunications Management; Gathered daily, weekly, and monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of off-site call center agents by the total number of call center agents.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917; 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Average wait time in call center telephone queues (in minutes)

Indicator LaPAS PI Code: 20929

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	To determine the need for additional queue slots as well as the need for additional operators to handle the high call volume.
3. Use:	The usage of services currently offered will determine the need for further enhancement of services. It will be used for internal management purposes, and performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. Reports are generated by OTM for OMV.
6. Data Source, Collection and Reporting:	Automatic Call Distribution Reports provided by the Office of Telecommunications Management; Gathered daily, weekly, and monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the total number of minutes customers wait in the queue by the total number of call center customers.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917; 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of field offices offering customer flow management system routing

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key	
2. Rationale, Relevance, Reliability:	Measures the percentage of field office locations offering customer flow management system routing.	
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.	
4. Clarity:	“Customer flow management system” refers to an automated system installed in offices which routes customers dependent on requested service. It provides management with tools to allow better customer service to the public.	
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.	
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.	
7. Calculation Methodology:	Simple math – Divide the number of locations with customer flow management system routing by the total number of field office locations.	
8. Scope:	Disaggregate	
9. Caveats:	The indicator has no limitations or weaknesses.	
10. Responsible Person:	Paige Paxton 225-229-6803 Paige.Paxton@la.gov	Shantel Lege 337-400-7013 Shantel.Lege@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of Class D and E driver's licenses returned and processed by mail

Indicator LaPAS PI Code: 2008

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide a percentage of Class D and E driver's licenses have been returned and processed by mail.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of Class D and E driver's licenses returned and processed via the internet

Indicator LaPAS PI Code: 11290

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of Class D and E driver's licenses returned and processed via the internet.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of identification cards returned and processed by mail

Indicator LaPAS PI Code: 2010

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of identification cards returned and processed via mail.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of identification cards returned and processed via the internet

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of identification cards returned and processed via the internet.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of vehicle registration renewals returned and processed by mail

Indicator LaPAS PI Code: 2012

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of vehicle registration renewals returned and processed via the mail.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. It has been deemed valid, reliable, and accurately reported.
6. Data Source, Collection and Reporting:	Internal database; Gathered Monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.1. Administer the motor vehicle and driver's license laws of this state in a manner offering the highest degree of public confidence through integrity, efficiency and fairness to the citizens of Louisiana, annually, through June 30, 2025.

Indicator: Percentage of vehicle registration renewals returned and processed via the internet

Indicator LaPAS PI Code: 10559

1. Indicator Type:	Outcome – GPI
2. Rationale, Relevance, Reliability:	To provide the percentage of vehicle registration renewals that have been returned and processed via the internet.
3. Use:	This indicator will be used for internal management purposes as well as performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has been audited by the Office of Legislative Auditor. The indicator was considered to not be valid, reliable, or accurately reported. Calculation methodology was changed to be in compliance.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of invitations processed via this method by the total number of invitations sent out.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2025.

Indicator: Number of transactions completed via internet

Indicator LaPAS PI Code: 23570

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of transactions completed via the internet.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all transactions completed by way of the internet.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2025.

Indicator: Number of statuses issued by email

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the total number of status responses completed and sent to the customer via email.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. A manual count is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all status responses completed and sent to the customer by email.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2025.

Indicator: Average wait time in call center telephone queue (in minutes)

Indicator LaPAS PI Code: 20929

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the wait time a customer is in the call center telephone queue, in terms of minutes.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the total number of minutes customers spent in the call center queue by the total number call center telephone customers.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.2. Through the Information Services activity, provide services to our customers through utilization of technology enhancements through June 30, 2025.

Indicator: Percentage of call center telephone calls answered

Indicator LaPAS PI Code: 20923

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of phone calls answered by the OMV call center.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of calls answered by the OMV call center by the total number of calls received by the call center.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.3 To totally migrate off of the UNISYS mainframe and modernize existing applications in order to stop paying high maintenance fees on an obsolete processing environment and to add the flexibility of open systems, including credit card payments, by June 30, 2025.

Indicator: Percentage of systems migrated from the Unisys Mainframe

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	To ensure that DPS migrates off of the outdated Unisys Mainframe by converting and removing all DPS systems to a newer, flexible, and cost effective server technologies or the IBM Mainframe, by using approved applications software tools and methods.
3. Use:	This indicator will be used for both internal management purposes and performance based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	There are no issues with accuracy, maintenance, or support.
6. Data Source, Collection and Reporting:	Internal log; semi-annually; semi-annually
7. Calculation Methodology:	Standard calculation – simple division and multiplication percentage
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Keith Neal 225.925.4052 Keith.Neal@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 1.3 To totally migrate off of the UNISYS mainframe and modernize existing applications in order to stop paying high maintenance fees on an obsolete processing environment and to add the flexibility of open systems, including credit card payments, by June 30, 2025.

Indicator: Percentage of reengineered processes implemented for the entire Office of Motor Vehicles

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	To ensure that the reengineering of the OMV systems is completed.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	There are no issues with accuracy, maintenance, or support.
6. Data Source, Collection and Reporting:	Internal log; semi-annually; semi-annually
7. Calculation Methodology:	Standard calculation – simple division and multiplication percentage
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Keith Neal 225.925.4052 Keith.Neal@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2025.

Indicator: Number of hazardous materials drivers

Indicator LaPAS PI Code: 20946

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of hazardous materials driving credentials issued by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all licensed drivers who have a hazardous materials endorsement.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2025.

Indicator: Number of driver's license/ID card records

Indicator LaPAS PI Code: 20943

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of driver's license and identification card records maintained by OMV.
3. Use:	This indicator will be used for internal management purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered semi-monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all driver's license and identification card records maintained by the agency.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2025.

Indicator: Number of in-house audits performed

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number in-house audits performed on OMV records.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all in-house audits performed on OMV records.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2025.

Indicator: Number of hazardous materials drivers fingerprinted

Indicator LaPAS PI Code: 20947

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of hazardous materials drivers that have been fingerprinted.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all licensed drivers who have a hazardous materials endorsement that have been fingerprinted.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2025.

Indicator: Number of driver's license/ID card records checked against OPH

Indicator LaPAS PI Code: New

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the number of on-line comparisons of birth/death records recorded at the Office of Public Health against driver records maintained by the Office of Motor Vehicles.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered semi-monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all OMV records compared against OPH birth/death records.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2025.

Indicator: Percentage of hazardous materials drivers fingerprinted

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of hazardous materials drivers that have been fingerprinted.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of hazardous materials drivers who have been fingerprinted by the total number of hazardous materials drivers.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.1. Increase Homeland Security efforts by 80% by June 30, 2025.

Indicator: Percentage of errors found during in-house audits

Indicator LaPAS PI Code: 14279

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of errors found during in-house audits.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of files which include errors found on in-house audits by the total number of .files audited in-house.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.2. Increase communication efforts to promote public awareness by 100% by June 30, 2025.

Indicator: Number of current public awareness initiatives

Indicator LaPAS PI Code: New

1. Indicator Type:	Input – GPI
2. Rationale, Relevance, Reliability:	Measures the number of current public awareness initiatives, to improve customer awareness and enhance the level of public understanding.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all current public awareness initiatives led by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.2. Increase communication efforts to promote public awareness by 100% by June 30, 2025.

Indicator: Number of additional public awareness initiatives implemented

Indicator LaPAS PI Code: New

1. Indicator Type:	Output – GPI
2. Rationale, Relevance, Reliability:	Measures the number of additional public awareness initiatives that will be implemented, to improve customer awareness and enhance the level of public understanding.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of all future public awareness initiatives that will be implemented by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.2. Increase communication efforts to promote public awareness by 100% by June 30, 2025.

Indicator: Percentage increase in public awareness initiatives implemented

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome – Key
2. Rationale, Relevance, Reliability:	Measures the percentage increase of public awareness initiatives implemented by OMV, to improve customer awareness and enhance the level of public understanding.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal log is maintained by the responsible party.
6. Data Source, Collection and Reporting:	Manual internal log; Gathered quarterly; Reported annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the amount of public awareness initiatives implemented by OMV has increased by the total number of initiatives.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2025.

Indicator: Annual number of incoming mail files

Indicator LaPAS PI Code: 23567

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of incoming mail files requesting documentation needs for reproduction for the enforcement of laws.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of requests made through written communication via mail.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2025.

Indicator: Annual number of incoming electronic files

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of incoming electronic files requesting documentation needs for reproduction for the enforcement of laws.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of requests made through electronic communication.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.3. Through the Document Management activity, maintain evidence of events to help support courts, law officials, and the Department of Public Safety when necessary documentation needs to be reproduced in order to aid with the enforcement of laws through June 30, 2025.

Indicator: Annual number of electronically transmitted case files

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of case files that are transmitted by electronic means.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of files transmitted by electronic means.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.4. Through the Issuance of Driver's Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2025.

Indicator: Number of road skills examinations administered by third parties

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of road skills examinations administered by someone other than OMV personnel.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of road skills tests administered by third parties.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.4. Through the Issuance of Driver's Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2025.

Indicator: Number of compliance site visits completed

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of compliance site visits completed by OMV auditors.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of site visits completed by OMV personnel.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.4. Through the Issuance of Driver's Licenses/Identification Cards activity, ensure that operators of motor vehicles have met the safety standards and paid the fees required by law and that the proper documents for identification have been presented prior to issuance of DL/ID cards through June 30, 2025.

Indicator: Number of credentials issued

Indicator LaPAS PI Code: 23573

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of driver's licenses issued by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of road skills tests administered by third parties.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2025.

Indicator: Number of vehicle registration transactions performed by Public Tag Agents

Indicator LaPAS PI Code: 11269

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration transactions that are performed by PTAs.
3. Use:	This indicator will be used for internal management purposes, and/or performance-based budgeting.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the number of vehicle registration transactions completed by Public Tag Agents in a certain period.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Ashleigh Starnes 225-925-4089 Ashleigh.Starnes@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2025.

Indicator: Number of vehicle registration transactions processed

Indicator LaPAS PI Code: 23576

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration processed for the citizens of the state.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the vehicle registration transactions processed in a certain period.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2025.

Indicator: Number of temporary tags entered into Temporary Tag Database

Indicator LaPAS PI Code: New

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of temporary tag files created by issuers in the database.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the temporary tag files created in the database in a certain period.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2025.

Indicator: Amount of vehicle sales tax revenue collected (Parish/Municipal)

Indicator LaPAS PI Code: 23575

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the revenue collected from vehicle sales tax for parishes and municipalities.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the amounts of sales tax collected by OMV from vehicle sales for parishes and municipalities.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2025.

Indicator: Amount of vehicle sales tax collected (State)

Indicator LaPAS PI Code: 23577

1. Indicator Type:	Output - Key
2. Rationale, Relevance, Reliability:	Measures the revenue collected from vehicle sales tax for the State of Louisiana.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the amounts of sales tax collected by OMV from vehicle sales for the State of Louisiana.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.5. Through the Issuance of Vehicle License Plates/Registrations/Titles/Permits activity, ensure motor vehicle registration and titling laws are enforced, taxes owed are paid, vehicles are properly registered and plates are assigned to allow law enforcement to easily identify a vehicle's owner and status prior to approaching the vehicle's window, annually, through June 30, 2025.

Indicator: Percentage of vehicle registration renewals processed via mail and internet

Indicator LaPAS PI Code: 23578

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the number of vehicle registration renewals processed via mail or internet.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of registration renewals processed by mail or internet by the total number of renewals processed.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Kelly Simmons 225-279-0886 Kelly.Simmons@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2025.

Indicator: Mail-in renewals processed by a business partner

Indicator LaPAS PI Code: 23580

1. Indicator Type:	Input - Key
2. Rationale, Relevance, Reliability:	Measures the number of mail-in renewals processed by a business partner of OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the mail-in renewals processed by someone other than OMV employees.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2025.

Indicator: Number of business partners contracted/licensed to provide motor vehicle services

Indicator LaPAS PI Code: 23582

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of business partners who have been contracted and licensed to provide motor vehicle services.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the business partners who are contracted and licensed to provide motor vehicle services.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Ashleigh Starnes 225-925-4089 Ashleigh.Starnes@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2025.

Indicator: Number of quality assurance reviews performed on outsourced/contracted vendors

Indicator LaPAS PI Code: 23583

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of quality assurance reviews performed on outsourced vendors by OMV personnel.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the reviews performed on outsourced vendors.
8. Scope:	Aggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Ashleigh Starnes 225-925-4089 Ashleigh.Starnes@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.6. Through the Outsourced Services – Management and Oversight activity, streamline state government through privatization and outsourcing of state functions while reducing the size of state government through June 30, 2025.

Indicator: Percentage of business partners receiving a quality assurance review

Indicator LaPAS PI Code: New

1. Indicator Type:	Outcome - Key
2. Rationale, Relevance, Reliability:	Measures the percentage of contracted business partners who have had OMV perform a quality assurance (QA) review.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported quarterly on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of business partners who have received a QA review by the total number of contracted business partners.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Ashleigh Starnes 225-925-4089 Ashleigh.Starnes@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver's Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2025.

Indicator: Number of driver's license records

Indicator LaPAS PI Code: 23589

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the total number of driver's license records maintained by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the driver's license records maintained by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver's Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2025.

Indicator: Number of motor vehicle records

Indicator LaPAS PI Code: 23590

1. Indicator Type:	Input - Supporting
2. Rationale, Relevance, Reliability:	Measures the total number of motor vehicle records maintained by OMV.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the motor vehicle records maintained by OMV.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver's Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2025.

Indicator: Number of driver's licenses suspended

Indicator LaPAS PI Code: 23587

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of driver's license records suspended by OMV within a certain period.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the driver's licenses suspended by OMV within a certain period.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver's Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2025.

Indicator: Number of motor vehicles revoked

Indicator LaPAS PI Code: 23588

1. Indicator Type:	Output - Supporting
2. Rationale, Relevance, Reliability:	Measures the number of motor vehicle records that have been revoked by OMV within a certain period.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – A summation of the motor vehicle records revoked by OMV within a certain period.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

Performance Indicator Documentation

Program: Licensing

Objective: 2.7. Through the Suspension of Driver's Licenses and Revocation of License Plates activity, suspend and/or revoke drivers, process violations, and provide law enforcement with a mechanism for tracking and deterring non-compliance with Louisiana laws, annually, through June 30, 2025.

Indicator: Percentage of driver's license and motor vehicle records revoked and/or suspended

Indicator LaPAS PI Code: 23586

1. Indicator Type:	Outcome - Supporting
2. Rationale, Relevance, Reliability:	Measures the percentage of records maintained by OMV that are either revoked or suspended.
3. Use:	This indicator will be used for internal management purposes, and may also be used for performance-based budgeting purposes.
4. Clarity:	The indicator name clearly identifies what is being measured.
5. Validity, Reliability, and Accuracy:	This indicator has not been audited by the Office of Legislative Auditor. An internal database is maintained by the IT section of DPS.
6. Data Source, Collection and Reporting:	Internal database; Gathered monthly; Reported semi-annually on a state fiscal year.
7. Calculation Methodology:	Simple math – Divide the number of records which are either revoked or suspended by the total number of driver's license and motor vehicle records.
8. Scope:	Disaggregate
9. Caveats:	The indicator has no limitations or weaknesses.
10. Responsible Person:	Jill Jarreau 225-925-7917 225-925-1838 (fax) Jill.Jarreau@la.gov

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 1.1.1. Broaden electronic/automated services	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 1.1.2. Increase phone services to accommodate fluctuations in customer demands	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 1.1.3. Increase the number of customer flow management systems in local offices to expedite the routing of customers	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 1.1.4. Decrease walk-in customer wait times	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 1.2.1. Increase media for public communication and status.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST
OFFICE OF MOTOR VEHICLES

Strategy: 1.3.1. Remove 100% of all existing applications from the UNISYS mainframe, including Finance and all OMV systems, by migrating systems to current server technologies or the IBM Mainframe by using approved applications software tools and methods by June 30, 2025.

☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☒ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 1.3.2. Implement reengineered office procedures and automation for the entire Office of Motor Vehicles, applicable to all types of searches, creating and maintenance of audit logs, payment modules and interfaces to OMV systems, the website's Expresslane, and Content Manager.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☒ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.1.1. Continue fingerprinting of all hazardous materials drivers	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.1.2. Continue online verification of death certificates and implement verification of birth certificates with the Office of Public Health (OPH).	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☐ Already Ongoing ☒ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.1.3. Establish employee training (web-based) on fraudulent document detection.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☐ Already Ongoing ☒ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.2.1. Enhance public awareness initiatives via partnerships with other agencies/entities to disseminate new and updated agency policies	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.3.1. Expand methods of accepting, processing, and transmitting of case files.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.4.1. Increase regulatory oversight of driver licensing service providers.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.5.1. Provide law enforcement real-time access to vehicle owner information from the point of sale.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.6.1. Increase options for secure service delivery to the public.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified

STRATEGY ANALYSIS CHECKLIST OFFICE OF MOTOR VEHICLES	
Strategy: 2.7.1. Establish internet-based inquiry and reporting of convictions and violations.	
☒ Analysis	☐ Cost Benefit Analysis Conducted ☒ Other Analysis Used ☒ Impact on Other Strategies Considered
☒ Authorization	☒ Authorization Exists ☐ Authorization Needed
☒ Organizational Capacity	☐ Needed Structural or Procedural Change(s) Identified ☒ Resource Needs Identified
☒ Time Frame	☒ Already Ongoing ☐ New Startup Date Estimated ☐ Lifetime of Strategy Identified
☒ Fiscal Impact	☒ Impact on Operating Budget ☐ Impact on Capital Outlay ☒ Means of Finance Identified