

Bureau of Motor Vehicles

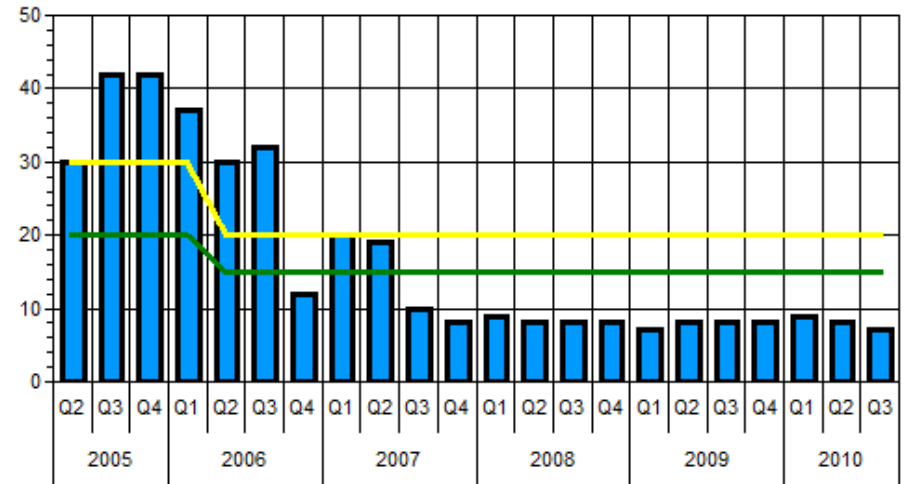
Agency Head: Scott Waddell

OMB Liaison: Gloria Downham

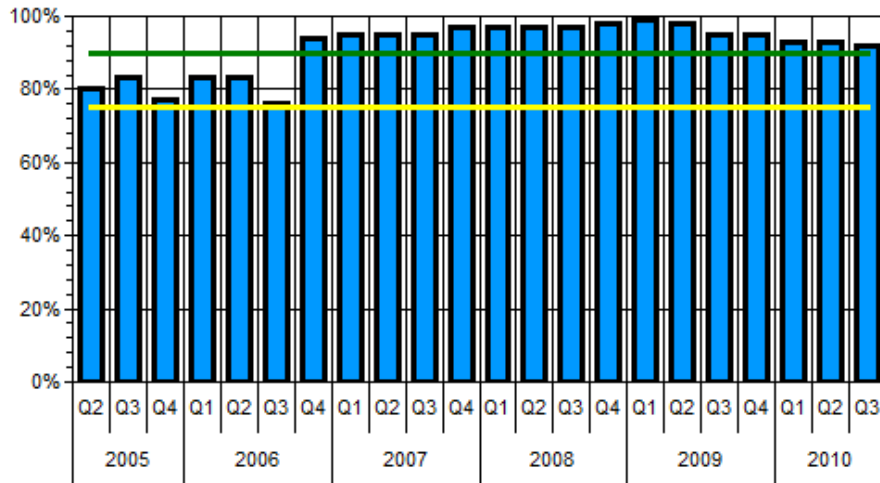
Mission Statement: To regulate motor vehicle operation and registration within the state; to provide identification and drivers' history reports to private companies, law enforcement, and government agencies.

Key Performance Indicators:

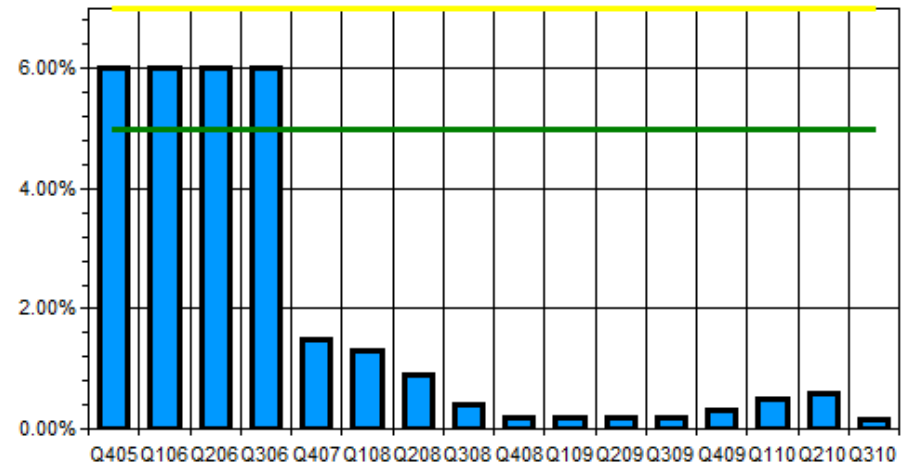
Average Transaction Time (in minutes)



Customer Satisfaction

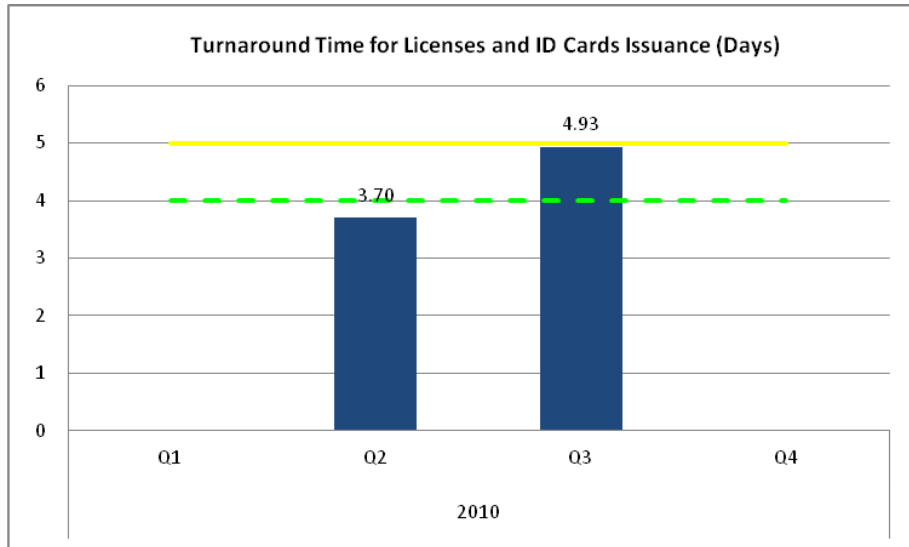


Percent of title and credential transactions with errors resulting in rejection (formerly "Error Rate")

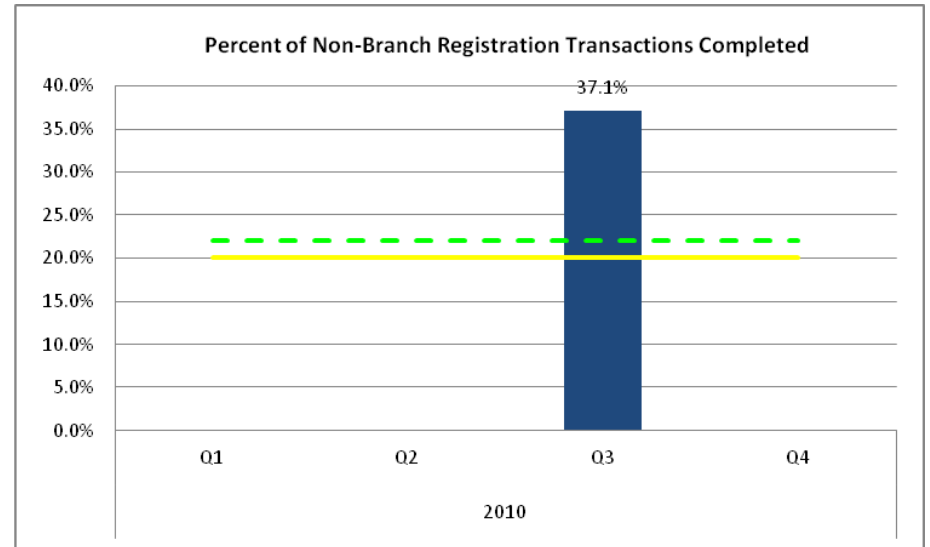


Bureau of Motor Vehicles Sample Program Measures

Fund: 30138 – Bureau of Motor Vehicles
Program: Branches



Fund: 30138 – Bureau of Motor Vehicles
Program: Central Office



Fund: 30138 – Bureau of Motor Vehicles
Program: Central Office

