

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - May 2012 reporting</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Period</b>	<b>Current Period</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Driver and Vehicle Safety</b>							
Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training	m	Increase	100%	63.1%	71.6%	<b>13.6%</b>	66%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	8.9%	5.6%	<b>-37.6%</b>	6%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.0	4.3	<b>8.0%</b>	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	8.9	7.7	<b>-13.3%</b>	11.7
<b>Service Delivery Levels - Driver Testing</b>							
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	m	Decrease	10	13	22	<b>69.2%</b>	16
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	m	Decrease	5	36	78	<b>116.7%</b>	33
To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)	m	Decrease	10	9	11	<b>22.2%</b>	12
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information (minutes)	m	Decrease	1 min	2.6	2.3	<b>-12.8%</b>	3
To speak with a representative for <b>surcharge</b> processing (minutes)	m	Decrease	5 min	16.2	16.9	<b>4.1%</b>	17
To receive a response from an <b>email</b> (business days)	m	Maintain	1 day	1	1	<b>0.0%</b>	1
To receive a response from a <b>letter</b> (business days)	m	Maintain	10 days	10	10	<b>0.0%</b>	10
To receive a scheduled driver <b>conference</b> (calendar days)	m	Decrease	10	91	118	<b>28.9%</b>	30
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	17%	15%	<b>-13.2%</b>	18%
<b>Improve Customer Identification and Document Security</b>							
Percent of suspected facial image fraud forwarded for action within the month of discovery	m	Increase	100%	-	-	-	-
Percent of all major stakeholders trained in fraud/forgery prevention (YTD cumulative)	m	Increase	100%	160.0%	178.3%	<b>18.3%</b>	84%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 min	-	-	-	-
<b>Service Delivery Levels - Vehicle Registration Business</b>							
Percent of registrations conducted online	m	Increase	60%	26.8%	22.4%	<b>-16.2%</b>	25%
Percent of registrations conducted at local agency offices	m	decrease	10%	34.7%	28.9%	<b>-16.7%</b>	30%
Percent of registrations conducted through mail	m	decrease	28%	36.6%	46.9%	<b>28.2%</b>	44%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.9%	1.7%	<b>-9.8%</b>	2%
<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (YTD)	q	Increase	\$1MM	\$ 4,197,520	\$4,197,520	<b>0.0%</b>	\$ 4,197,520
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	53.9%	48.9%	<b>-9.3%</b>	58%

\* Vendor provided rider safety course is not available in the winter months.