

New Jersey Motor Vehicle Commission Performance Indicators - July 2013 Reporting	Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
Improve Driver and Vehicle Safety							
Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training	m	Increase	70%	64.3%	62.5%	-2.8%	66.0%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	0.9%	13.5%	1429.9%	3.0%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.6	4.5	-2.2%	4.4
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	8.2	11.9	44.8%	9.1
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	20	26	32	23.1%	19
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	22	20	-9.1%	25
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	20	11	10	-9.1%	11
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	2.1	4.4	109.5%	3.5
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	0.5	2.0	317.9%	1.6
To receive a response from an email (business days)	m	Maintain	1 day	1	1	0.0%	1
To receive a response from a letter (business days)	m	Maintain	10 days	10	10	0.0%	10
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	2%	2%	0.0%	6%

Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	m	Increase	100%	-	-	-	-
Percent of major stakeholders trained in fraud/forgery prevention (Goal is 5 per month)	m	Increase	100%	140.0%	20.0%	-85.7%	156.7%
Service Delivery Levels - Field Agency Wait Time							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 min	-	-	-	-
Service Delivery Levels - License Renewals							
Percent of mail-in license renewals processed at agency offices	m	Decrease	-	36%	36.4%	0.0%	-
Percent of license renewals offered through the mail but transacted through mail	m	Increase	-	64%	63.6%	0.0%	-
Service Delivery Levels - Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	27.0%	23.4%	-13.3%	24.5%
Percent of registrations conducted at local agency offices	m	Decrease	10%	31.4%	31.5%	0.4%	29.3%
Percent of registrations conducted through mail	m	Decrease	28%	40.0%	43.5%	8.9%	44.6%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.6%	1.5%	-6.1%	1.6%

Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ 2,164,410	\$2,164,410	0.0%	\$ -
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	53.6%	53.2%	-0.8%	50.0%

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

** Dollar figures reset to zero at the new fiscal year. Last 12 month average does not apply