

| New Jersey Motor Vehicle Commission Performance Indicators - July 2011 reporting | Frequency | Desired Trend | Target | Prior Period | Current Period | % Change | Last 12 Month Average |
|---|------------------|----------------------|---------------|---------------------|-----------------------|-----------------|------------------------------|
| Improve Customer Safety, Identification and Document Security | | | | | | | |
| Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training | m | Increase | 100% | - | 67.4% | - | |
| Percent completion rate of licensed motorcyclists who have passed a certified rider safety course. | m | Increase | 100% | - | 0.9% | - | |
| Percent of medical review cases backlogged over 3 weeks. | m | Decrease | 10% | - | 7% | - | |
| Customer Service (Reported Monthly): | | | | | | | |
| Correspondence Center Response Times | | | | | | | |
| To speak with a representative for general information (minutes) | m | Decrease | 1 min | 3.7 | 4.5 | 22.5% | |
| To speak with a representative for surcharge processing (minutes) | m | Decrease | 5 min | 21.4 | 28.9 | 35.5% | |
| To receive a response from an email (business days) | m | Maintain | 1 day | 1 | 1 | 0.0% | |
| To receive a response from a letter (business days) | m | Maintain | 10 days | 10 | 10 | 0.0% | |
| Driver Licensing and Testing Times | | | | | | | |
| Average customer wait time to be served at a field agency (Data not yet available) | | Decrease | 15 min | - | - | - | |
| To receive a scheduled road test for a class D drivers license (calendar days) | m | Decrease | 10 | 22 | 18 | -18.2% | |
| To receive a scheduled road test for a CDL drivers license (calendar days) | m | Decrease | 5 | 37 | 20 | -45.9% | |
| To receive a scheduled road test for a Motorcycle drivers license (calendar days) | m | Decrease | 10 | 13 | 10 | -23.1% | |
| To receive a scheduled driver conference (calendar days) | m | Decrease | 10 | 3 | 5 | 65.1% | |
| Vehicle Registration Business | | | | | | | |
| Percent of registrations conducted online | m | Increase | 60% | 23.9% | 26.3% | 2.4% | |
| Percent of registrations conducted at local agency offices | m | decrease | 10% | 26.3% | 33.4% | 7.1% | |
| Percent of registrations conducted through mail | m | decrease | 28% | 48.4% | 38.6% | -9.8% | |
| Percent of registrations conducted by third party vendors | m | Increase | 2% | 1.4% | 1.7% | 0.3% | |
| Percent of all major stakeholders trained in fraud/forgery prevention (YTD) | m | Increase | 100% | - | 8.3% | 8.3% | |
| Improve Motor Vehicle Emission Inspection Process and Impact on Passenger Safety | | | | | | | |
| Wait time for an emissions inspection at an MVC inspection lane (minutes) | m | Decrease | 5 min | 17.8 | 21.0 | 3.2% | |
| Average number of bus safety inspections per person (Daily rate) | m | Increase | 7 | 4.1 | 4.1 | 0.0% | |
| Collect Revenue | | | | | | | |
| Actual revenue collections expressed as percentages of forecast (Quarterly) | q | On or Above | 95% | - | Due 10/11 | - | |
| Total Federal Grant Dollars Awarded (YTD) | q | Increase | \$1MM | - | ##### | - | |
| Percent of processed data inquiries which are paid for by the State | m | Decrease | 10% | 51.4% | 50.0% | 0.0% | |