

<b>New Jersey Motor Vehicle Commission Performance Indicators - September 2011 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 Customer Safety, Identification and Document Security</b>							
Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training	m	Increase	100%	69.2%	62.7%	<b>-9.3%</b>	68%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.	m	Increase	10%	0.7%	7.6%	<b>961.4%</b>	1%
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	18.1%	9%	<b>-51.2%</b>	12%
<b>Customer Service (Reported Monthly):</b>							
<b>Correspondence Center Response Times</b>							
To speak with a representative for <b>general</b> information (minutes)	m	Decrease	1 min	3.2	1.8	<b>-45.1%</b>	2.9
To speak with a representative for <b>surcharge</b> processing (minutes)	m	Decrease	5 min	22.0	17.2	<b>-21.9%</b>	24.4
To receive a response from an <b>email</b> (business days)	m	Maintain	1 day	1	1	<b>0.0%</b>	0.9
To receive a response from a <b>letter</b> (business days)	m	Maintain	10 days	10	10	<b>0.0%</b>	10.2
<b>Driver Licensing and Testing Times</b>							
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 <b>class D</b> drivers license (calendar days)	m	Decrease	10	14	12	<b>-14.3%</b>	18
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	m	Decrease	5	13	8	<b>-38.5%</b>	23
To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)	m	Decrease	10	36	33	<b>-8.3%</b>	20
To receive a scheduled driver <b>conference</b> (calendar days)	m	Decrease	10	6	4	<b>-26.8%</b>	8
<b>Vehicle Registration Business</b>							
Percent of registrations conducted online	m	Increase	60%	23.2%	25.9%	<b>11.5%</b>	24.1%
Percent of registrations conducted at local agency offices	m	decrease	10%	26.0%	31.3%	<b>20.4%</b>	30.3%
Percent of registrations conducted through mail	m	decrease	28%	49.3%	41.5%	<b>-15.8%</b>	44.2%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.5%	1.3%	<b>-11.5%</b>	1.3%
Percent of all major stakeholders trained in fraud/forgery prevention (YTD cumulative)	m	Increase	100%	8.3%	23.3%	<b>15.0%</b>	8.3%
<b>Improve Motor Vehicle Emission Inspection Process and Impact on Passenger Safety</b>							
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	16.1	11.6	<b>-27.7%</b>	11.3
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.4	4.7	<b>6.8%</b>	4.2
<b>Collect Revenue</b>							
Actual revenue collections expressed as percentages of forecast (Quarterly)	q	On or Above	95%	n/a	n/a	-	-
Total Federal Grant Dollars Awarded (YTD)	q	Increase	\$1MM	\$ 1,110,768	\$1,110,768	<b>0.0%</b>	\$ 2,000,000
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	50.0%	47.6%	<b>-4.9%</b>	44.0%