

New Jersey Motor Vehicle Commission Performance Indicators - October 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%	62.7%	60.8%	-3.1%	68%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.	m	Increase	10%	7.6%	32.1%	324.1%	1%
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	8.8%	20%	120.5%	12%
Customer Service (Reported Monthly):							
Correspondence Center Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	1.8	2.0	13.4%	2.9
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	17.2	12.0	-30.2%	24.4
To receive a response from an email (business days)	m	Maintain	1 day	1	1	0.0%	0.9
To receive a response from a letter (business days)	m	Maintain	10 days	10	10	0.0%	10.2
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	12	19	58.3%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	8	33	312.5%	23
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	33	13	-60.6%	20
To receive a scheduled driver conference (calendar days)	m	Decrease	10	4	8	73.3%	8
Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	25.9%	26.4%	2.2%	24.1%
Percent of registrations conducted at local agency offices	m	decrease	10%	31.3%	30.1%	-3.9%	30.3%
Percent of registrations conducted through mail	m	decrease	28%	41.5%	41.7%	0.5%	44.2%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.3%	1.7%	34.1%	1.3%
Percent of all major stakeholders trained in fraud/forgery prevention (YTD cumulative)	m	Increase	100%	23.3%	50.0%	26.7%	-
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	11.6	10.7	-7.7%	11.3
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.7	4.6	-1.7%	4.2
Collect Revenue							
Actual revenue collections expressed as percentages of forecast (Quarterly)	q	On or Above	95%	98.6%	98.6%	-	-
Total Federal Grant Dollars Awarded (YTD)	q	Increase	\$1MM	\$ 1,110,768	\$1,110,768	0.0%	\$ 2,000,000
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	47.6%	48.9%	2.8%	44.0%