

New Jersey Motor Vehicle Commission Performance Indicators - November 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%	60.8%	67.1%	10.4%	65%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.	m	Increase	10%	32.1%	3.2%	-90.2%	9%
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	19.5%	23%	15.6%	15%
Customer Service (Reported Monthly):							
Correspondence Center Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	2.0	1.6	-19.3%	2.9
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	12.0	10.1	-15.6%	21.9
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
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	19	16	-15.8%	17
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	33	32	-3.0%	24
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	13	8	-38.5%	19
To receive a scheduled driver conference (calendar days)	m	Decrease	10	8	10	27.2%	6
Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	26.4%	25.0%	-5.4%	25%
Percent of registrations conducted at local agency offices	m	decrease	10%	30.1%	27.5%	-8.8%	30%
Percent of registrations conducted through mail	m	decrease	28%	41.7%	46.3%	10.9%	44%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.7%	1.3%	-25.8%	1%
Percent of all major stakeholders trained in fraud/forgery prevention (YTD cumulative)	m	Increase	100%	50.0%	68.3%	18.3%	-
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	10.7	8.7	-19.4%	11.0
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.6	5.1	10.4%	4.5
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	\$2,199,768	98.0%	\$ 2,000,000
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	48.9%	79.8%	63.2%	50%