

New Jersey Motor Vehicle Commission Performance Indicators - December 2011 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	100%	67.1%	66.5%	-0.9%	66%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.	m	Increase	10%	3.2%	0.1%	-97.1%	7%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	5.1	5.0	-1.2%	4.6
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	8.7	8.8	1.2%	11.3
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	16	15	-6.3%	17
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	32	30	-6.3%	25
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	8	2	-75.0%	16
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	1.6	1.0	-41.2%	2.7
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	10.1	9.2	-9.5%	20.8
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
To receive a scheduled driver conference (calendar days)	m	Decrease	10	10	9	-5.2%	6
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	22.5%	19%	-17.2%	16%
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 all major stakeholders trained in fraud/forgery prevention (YTD cumulative)	m	Increase	100%	68.3%	86.7%	18.3%	86.7%
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 - Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	25.0%	26.0%	4.0%	25%
Percent of registrations conducted at local agency offices	m	decrease	10%	27.5%	32.8%	19.3%	30%
Percent of registrations conducted through mail	m	decrease	28%	46.3%	39.3%	-15.1%	43%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.3%	2.0%	53.3%	1%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (YTD)	q	Increase	\$1MM	\$ 2,199,768	\$4,197,520	90.8%	\$ 4,197,520
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	79.8%	75.2%	-5.8%	53%