

New Jersey Motor Vehicle Commission Performance Indicators - February 2012 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%	68.4%	64.6%	-5.6%	66%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	0.0%	0.0%	0.0%	6%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	3.9	4.0	1.5%	4.4
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	9.6	10.7	11.4%	12.0
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	13	12	-7.7%	16
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	35	40	14.3%	28
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	4	4	0.0%	14
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	2.00	2.9	46.7%	3
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	13.3	19.0	42.5%	19
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	23	137.7%	8
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	32.9%	23%	-29.4%	19%
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%	98.3%	121.7%	23.3%	56%
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%	24.5%	23.9%	-2.3%	25%
Percent of registrations conducted at local agency offices	m	decrease	10%	26.3%	31.4%	19.2%	30%
Percent of registrations conducted through mail	m	decrease	28%	47.8%	43.0%	-10.0%	44%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.4%	1.6%	21.4%	1%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (YTD)	q	Increase	\$1MM	\$ 4,197,520	\$4,197,520	0.0%	\$ 4,197,520
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	73.9%	72.4%	-2.0%	58%

* Vendor provided rider safety course is not available in the winter months.