

New Jersey Motor Vehicle Commission Performance Indicators - March 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%	64.6%	64.5%	-0.1%	66%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	0.0%	3.8%	-	5%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.0	3.7	-5.8%	4.4
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	10.7	9.0	-16.6%	12.1
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	12	12	0.0%	15
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	40	38	-5.0%	29
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	4	4	0.0%	13
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	2.9	2.5	-13.6%	3
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	19.0	14.9	-21.4%	18
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	23	71	208.6%	13
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	23.2%	11%	-54.8%	18%
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%	121.7%	140.0%	18.3%	65%
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%	23.9%	23.1%	-3.6%	25%
Percent of registrations conducted at local agency offices	m	decrease	10%	31.4%	32.3%	2.8%	30%
Percent of registrations conducted through mail	m	decrease	28%	43.0%	43.6%	1.4%	44%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.6%	1.0%	-36.5%	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%	72.4%	47.1%	-34.9%	58%

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