

New Jersey Motor Vehicle Commission Performance Indicators - June 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%	71.6%	64.8%	-9.6%	65.9%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	5.6%	10.0%	78.8%	6.1%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.3	4.0	-9.0%	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	7.7	8.1	5.2%	10.9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	22	26	18.2%	16
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	78	70	-10.3%	36
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	11	10	-9.1%	12
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	2.3	3.1	37.5%	2.5
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	16.9	18.7	10.5%	16.5
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	118	130	10.5%	40
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	15%	6%	-60.5%	17%
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%	178.3%	203.3%	25.0%	94.2%
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%	22.4%	25.7%	14.5%	24.9%
Percent of registrations conducted at local agency offices	m	decrease	10%	28.9%	30.0%	3.9%	30.4%
Percent of registrations conducted through mail	m	decrease	28%	46.9%	42.9%	-8.5%	43.1%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.7%	1.4%	-22.6%	1.5%
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%	48.9%	50.3%	2.9%	58.2%

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