

New Jersey Motor Vehicle Commission Performance Indicators - July 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%	64.8%	65.8%	1.5%	65.8%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	10.0%	12.3%	23.3%	7.0%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.0	4.1	4.8%	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	8.1	10.3	27.4%	10.0
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	26	26	0.0%	17
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	70	32	-54.3%	37
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	10	4	-60.0%	12
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	3.1	4.5	43.3%	2.5
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	18.7	14.3	-23.1%	15.3
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	130	68	-47.5%	46
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	6%	7%	26.0%	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 major stakeholders trained in fraud/forgery prevention (Goal is 5 per month)	m	Increase	100%	180.0%	180.0%	0.0%	180.0%
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%	25.7%	25.7%	0.1%	24.9%
Percent of registrations conducted at local agency offices	m	decrease	10%	30.0%	31.6%	5.3%	30.3%
Percent of registrations conducted through mail	m	decrease	28%	42.9%	41.3%	-3.7%	43.4%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.4%	1.3%	-0.9%	1.5%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ 4,197,520	\$0	0.0%	-
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	50.3%	54.4%	8.1%	58.5%

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

** Dollar figures reset to zero at the new fiscal year. Last 12 month average does not apply