

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - August 2012 Reporting</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Period</b>	<b>Current Period</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Driver and Vehicle Safety</b>							
Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training	m	Increase	100%	65.8%	65.2%	<b>-0.9%</b>	65.4%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	12.3%	8.5%	<b>-30.9%</b>	7.7%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.1	4.3	<b>2.9%</b>	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	10.3	7.6	<b>-26.3%</b>	9.3
<b>Service Delivery Levels - Driver Testing</b>							
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	m	Decrease	10	26	23	<b>-11.5%</b>	17
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	m	Decrease	5	32	55	<b>71.9%</b>	41
To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)	m	Decrease	10	4	9	<b>125.0%</b>	9
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information (minutes)	m	Decrease	1 min	4.5	3.6	<b>-19.8%</b>	2.5
To speak with a representative for <b>surcharge</b> processing (minutes)	m	Decrease	5 min	14.3	3.7	<b>-74.5%</b>	13.8
To receive a response from an <b>email</b> (business days)	m	Maintain	1 day	1	1	<b>0.0%</b>	1
To receive a response from a <b>letter</b> (business days)	m	Maintain	10 days	10	10	<b>0.0%</b>	10
To receive a scheduled driver <b>conference</b> (calendar days)	m	Decrease	10	68	126	<b>85.4%</b>	56
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	7%	8%	<b>11.0%</b>	16%
<b>Improve Customer Identification and Document Security</b>							
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%	120.0%	<b>-60.0%</b>	175.0%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 min	-	-	-	-
<b>Service Delivery Levels - Vehicle Registration Business</b>							
Percent of registrations conducted online	m	Increase	60%	25.7%	24.1%	<b>-6.2%</b>	25.0%
Percent of registrations conducted at local agency offices	m	decrease	10%	31.6%	34.1%	<b>7.8%</b>	30.9%
Percent of registrations conducted through mail	m	decrease	28%	41.3%	40.0%	<b>-3.1%</b>	42.6%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.3%	1.8%	<b>30.7%</b>	1.5%
<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ -	\$0	<b>0.0%</b>	-
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	54.4%	46.4%	<b>-14.7%</b>	58.9%

\* 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