

New Jersey Motor Vehicle Commission Performance Indicators - September 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	70%	65.2%	58.3%	-10.5%	65.1%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	8.5%	6.3%	-25.3%	7.6%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.3	4.4	3.5%	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	7.6	6.8	-11.3%	8.9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	23	20	-13.0%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	55	54	-1.8%	44
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	9	18	100.0%	8
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	3.6	4.1	14.9%	2.7
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	3.7	4.4	19.2%	12.7
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	30	126	137	8.1%	67
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	8%	9%	6.7%	16%
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%	120.0%	220.0%	83.3%	178.3%
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%	24.1%	25.8%	7.0%	25.0%
Percent of registrations conducted at local agency offices	m	decrease	10%	34.1%	27.3%	-19.8%	30.6%
Percent of registrations conducted through mail	m	decrease	28%	40.0%	45.1%	12.8%	42.9%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.8%	1.7%	-3.3%	1.6%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ -	\$0	0.0%	-
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	46.4%	41.9%	-9.7%	58.4%

* 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