

New Jersey Motor Vehicle Commission Performance Indicators - October 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%	58.3%	61.1%	4.8%	65.1%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	6.3%	4.1%	-34.7%	5.2%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.4	4.2	-5.4%	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	6.8	5.4	-19.9%	8.5
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	20	21	5.0%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	54	41	-24.1%	45
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	18	17	-5.6%	8
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	4.1	4.1	0.4%	2.9
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	4.4	1.0	-76.2%	11.8
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
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	9%	5%	-47.3%	15%
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%	220.0%	220.0%	0.0%	181.7%
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%	25.8%	22.5%	-12.7%	24.6%
Percent of registrations conducted at local agency offices	m	decrease	10%	27.3%	25.4%	-6.9%	30.2%
Percent of registrations conducted through mail	m	decrease	28%	45.1%	50.5%	11.9%	43.6%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.7%	1.5%	-12.2%	1.5%
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%	41.9%	37.4%	-10.7%	57.5%

* 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