

PI #

New Jersey Motor Vehicle Commission		Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
Performance Indicators - January 2013 Reporting								
Improve Driver and Vehicle Safety								
1	Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training	m	Increase	70%	64.5%	71.2%	10.5%	64.3%
2	Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	0.1%	0.0%	-100.0%	5.0%
3	Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.5	4.0	-9.8%	4.2
4	Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	7.7	9.2	19.8%	8.2
Service Delivery Levels - Driver Testing								
5	To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	16	18	12.5%	19
6	To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	23	26	13.0%	43
7	To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	14	10	-28.6%	11
Service Delivery Levels - Correspondence Response Times								
8	To speak with a representative for general information (minutes)	m	Decrease	1 min	2.6	4.0	54.5%	3.4
9	To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	0.6	1.1	73.7%	9.3
10	To receive a response from an email (business days)	m	Maintain	1 day	1	1	0.0%	1
11	To receive a response from a letter (business days)	m	Maintain	10 days	10	10	0.0%	10
12	Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	10%	2%	-77.7%	10%
Improve Customer Identification and Document Security								
13	Percent of suspected facial image fraud forwarded for action within the month of discovery	m	Increase	100%	-	-	-	-
14	Percent of major stakeholders trained in fraud/forgery prevention (Goal is 5 per month)	m	Increase	100%	180.0%	120.0%	-33.3%	180.0%
Service Delivery Levels - Field Agency Wait Time								
15	Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 min	-	-	-	-
Service Delivery Levels - Vehicle Registration Business								
16	Percent of registrations conducted online	m	Increase	60%	25.7%	24.3%	-5.4%	24.7%
17	Percent of registrations conducted at local agency offices	m	decrease	10%	30.9%	24.7%	-19.9%	30.2%
18	Percent of registrations conducted through mail	m	decrease	28%	41.9%	49.2%	17.6%	43.6%
19	Percent of registrations conducted by third party vendors	m	Increase	2%	1.6%	1.8%	12.6%	1.6%
Improve Financial Sustainability								
20	Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ -	\$0	0.0%	\$ -
21	Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	48.2%	52.6%	9.1%	50.7%

* 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