

New Jersey Motor Vehicle Commission Performance Indicators - March 2013 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%	72.6%	73.0%	0.6%	65.7%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	0.0%	0.2%	0.0%	4.7%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.1	4.4	7.3%	4.2
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	12.3	11.5	-6.7%	8.5
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	8	8	0.0%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	4	14	250.0%	38
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	10	5	-50.0%	11
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	4.8	2.4	-50.3%	3.6
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	1.5	2.0	32.6%	6.7
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
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	4%	14%	238.6%	9%

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%	100.0%	180.0%	80.0%	173.3%
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 - License Renewals							
Percent of mail-in license renewals processed at agency offices	m	Decrease	-	41%	34.1%	-17.5%	-
Percent of license renewals offered through the mail but transacted through mail	m	Increase	-	59%	65.9%	12.3%	-
Service Delivery Levels - Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	26.2%	22.5%	-14.3%	24.8%
Percent of registrations conducted at local agency offices	m	decrease	10%	19.4%	31.7%	63.9%	29.1%
Percent of registrations conducted through mail	m	decrease	28%	53.0%	44.1%	-16.7%	44.4%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.4%	1.6%	16.8%	1.6%

Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ 1,059,598	\$1,138,198	7.4%	\$ -
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	50.7%	50.6%	-0.1%	49.2%

* 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