

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - June 2013 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	70%	67.9%	64.3%	-5.3%	66.3%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	1.1%	0.9%	-17.8%	2.9%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.7	4.6	-2.1%	4.4
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	9.2	8.2	-10.4%	9.0
<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	20	26	26	0.0%	18
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	m	Decrease	30	20	22	10.0%	26
To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)	m	Decrease	20	12	11	-8.3%	11
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information (minutes)	m	Decrease	1 min	1.9	2.1	12.5%	3.5
To speak with a representative for <b>surcharge</b> processing (minutes)	m	Decrease	5 min	1.3	0.5	-64.1%	2.7
To receive a response from an <b>email</b> (business days)	m	Maintain	1 day	1	1	0.0%	1
To receive a response from a <b>letter</b> (business days)	m	Maintain	10 days	10	10	0.0%	10
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	4%	2%	-45.1%	7%
<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%	140.0%	140.0%	0.0%	170.0%
<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 - License Renewals</b>							
Percent of mail-in license renewals processed at agency offices	m	Decrease	-	37%	36.4%	-2.9%	-
Percent of license renewals offered through the mail but transacted through mail	m	Increase	-	63%	63.6%	1.7%	-
<b>Service Delivery Levels - Vehicle Registration Business</b>							
Percent of registrations conducted online	m	Increase	60%	22.7%	27.0%	19.2%	24.7%
Percent of registrations conducted at local agency offices	m	decrease	10%	32.7%	31.4%	-3.8%	29.4%
Percent of registrations conducted through mail	m	decrease	28%	42.6%	40.0%	-6.0%	44.4%
Percent of registrations conducted by third party vendors	m	Increase	2%	2.1%	1.6%	-25.1%	1.6%
<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ 1,138,198	\$2,164,410	90.2%	\$ -
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	56.1%	53.6%	-4.5%	50.2%
To receive a scheduled driver <b>conference</b> (calendar days)	m	Decrease	30	61	58	-5.7%	75

\* 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