

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - August 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%	62.5%	63.1%	1.0%	66.0%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	13.5%	4.0%	-70.7%	3.0%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.5	4.9	8.9%	4.4
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	11.9	10.1	-15.2%	9.1
<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	32	23	-28.1%	19
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	m	Decrease	30	20	21	5.0%	25
To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)	m	Decrease	20	10	4	-60.0%	11
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information (minutes)	m	Decrease	1 min	4.4	4.5	1.9%	3.5
To speak with a representative for <b>surcharge</b> processing (minutes)	m	Decrease	5 min	2.0	1.7	-12.0%	1.6
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%	2%	4%	46.4%	6%

<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%	20.0%	40.0%	100.0%	156.7%
<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	-	36%	52.7%	44.7%	-
Percent of license renewals offered through the mail but transacted through mail	m	Increase	-	64%	47.3%	-25.6%	-
<b>Service Delivery Levels - Vehicle Registration Business</b>							
Percent of registrations conducted online	m	Increase	60%	23.4%	26.3%	12.1%	24.5%
Percent of registrations conducted at local agency offices	m	decrease	10%	31.5%	33.1%	4.9%	29.3%
Percent of registrations conducted through mail	m	decrease	28%	43.5%	39.0%	-10.4%	44.6%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.5%	1.6%	8.8%	1.6%

<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ 2,164,410	\$2,164,410	0.0%	\$ -
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	53.2%	55.7%	4.7%	50.0%

\* 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