

New Jersey Motor Vehicle Commission Performance Indicators - September 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%	63.1%	64.3%	1.8%	66.3%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	4.0%	1.1%	-71.9%	2.2%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.9	4.7	-4.1%	4.5
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	10.1	9.4	-6.8%	9.6
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	20	23	14	-39.1%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	21	20	-4.8%	19
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	20	4	4	0.0%	10
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	4.5	3.4	-24.5%	3.5
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	1.7	1.5	-14.6%	1.2
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%	4%	11.4%	6%
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%	40.0%	140.0%	250.0%	143.3%
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	-	53%	63.0%	19.7%	-
Percent of license renewals offered through the mail but transacted through mail	m	Increase	-	47%	37.0%	-21.9%	-
Service Delivery Levels - Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	26.3%	26.3%	0.0%	24.7%
Percent of registrations conducted at local agency offices	m	decrease	10%	33.1%	30.0%	-9.3%	29.5%
Percent of registrations conducted through mail	m	decrease	28%	39.0%	42.2%	8.1%	44.2%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.6%	1.6%	-4.8%	1.6%
Improve Financial Sustainability							
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%	55.7%	56.7%	1.9%	51.4%

* 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