

New Jersey Motor Vehicle Commission Performance Indicators - October 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%	64.3%	64.1%	-0.2%	66.6%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	1.1%	1.0%	-5.5%	1.9%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.7	4.8	2.6%	4.6
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	9.4	7.6	-19.7%	9.7
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	20	14	18	28.6%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	20	22	10.0%	18
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	20	4	16	300.0%	10
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	3.4	2.8	-18.7%	3.4
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	1.5	1.3	-13.6%	1.3
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%	3%	-34.2%	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%	140.0%	160.0%	14.3%	138.3%
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	-	63%	49.7%	-21.1%	-
Percent of mail-in license renewals processed through the mail	m	Increase	-	37%	50.3%	36.0%	-
Service Delivery Levels - Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	26.3%	25.4%	-3.2%	24.9%
Percent of registrations conducted at local agency offices	m	decrease	10%	30.0%	32.6%	8.6%	30.1%
Percent of registrations conducted through mail	m	decrease	28%	42.2%	40.1%	-4.8%	43.4%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.6%	1.8%	19.3%	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%	56.7%	47.6%	-16.1%	52.2%

* 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