

New Jersey Motor Vehicle Commission Performance Indicators - January 2012 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	100%	66.5%	68.4%	2.8%	66%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	0.1%	0.0%	-100.0%	6%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	5.0	3.9	-22.6%	4.5
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	8.8	9.6	10.0%	11.6
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	15	13	-13.3%	16
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	30	35	16.7%	26
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	2	4	100.0%	15
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	0.95	2.0	110.5%	3
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	9.2	13.3	45.5%	20
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
To receive a scheduled driver conference (calendar days)	m	Decrease	10	9	10	7.1%	6
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	18.7%	33%	76.2%	18%
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 all major stakeholders trained in fraud/forgery prevention (YTD cumulative)	m	Increase	100%	86.7%	98.3%	11.7%	98%
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 - Vehicle Registration Business							
Percent of registrations conducted online	m	Increase	60%	26.0%	24.5%	-5.7%	25%
Percent of registrations conducted at local agency offices	m	decrease	10%	32.8%	26.3%	-19.6%	30%
Percent of registrations conducted through mail	m	decrease	28%	39.3%	47.8%	21.7%	44%
Percent of registrations conducted by third party vendors	m	Increase	2%	2.0%	1.4%	-30.9%	1%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (YTD)	q	Increase	\$1MM	\$ 4,197,520	\$4,197,520	0.0%	\$ 4,197,520
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	75.2%	73.9%	-1.8%	56%

* Vendor provided rider safety course is not available in the winter months.