

New Jersey Motor Vehicle Commission				Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
Performance Indicators - May 2013 Reporting										
Improve Driver and Vehicle Safety										
Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training				m	Increase	70%	74.0%	67.9%	-8.3%	66.3%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*				m	Increase	10%	0.6%	1.1%	78.1%	3.6%
Average number of bus safety inspections per person (Daily rate)				m	Increase	5	4.8	4.7	-1.3%	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)				m	Decrease	5 min	12.9	9.2	-28.8%	9.0
Service Delivery Levels - Driver Testing										
To receive a scheduled road test for a class D drivers license (calendar days)				m	Decrease	10	14	26	85.7%	18
To receive a scheduled road test for a CDL drivers license (calendar days)				m	Decrease	30	8	20	150.0%	30
To receive a scheduled road test for a Motorcycle drivers license (calendar days)				m	Decrease	10	8	12	50.0%	11
Service Delivery Levels - Correspondence Response Times										
To speak with a representative for general information (minutes)				m	Decrease	1 min	3.4	1.9	-44.8%	3.6
To speak with a representative for surcharge processing (minutes)				m	Decrease	5 min	1.2	1.3	9.9%	4.2
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%	6%	4%	-25.0%	7%
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%	220.0%	140.0%	-36.4%	176.7%
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	-	38%	37.5%	-0.1%	-
Percent of license renewals offered through the mail but transacted through mail				m	Increase	-	62%	62.5%	0.1%	-
Service Delivery Levels - Vehicle Registration Business										
Percent of registrations conducted online				m	Increase	60%	23.3%	22.7%	-2.6%	24.6%
Percent of registrations conducted at local agency offices				m	decrease	10%	32.1%	32.7%	1.7%	29.2%
Percent of registrations conducted through mail				m	decrease	28%	43.1%	42.6%	-1.2%	44.6%
Percent of registrations conducted by third party vendors				m	Increase	2%	1.5%	2.1%	39.2%	1.6%
Improve Financial Sustainability										
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**				q	Increase	\$1MM	\$ 1,138,198	\$1,138,198	0.0%	\$ -
Percent of processed data inquiries which are paid for by the State				m	Decrease	10%	55.0%	56.1%	2.0%	49.9%

* 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