

New Jersey Motor Vehicle Commission Performance Indicators - April 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%	64.5%	63.1%	-2.2%	65%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	3.8%	8.9%	132.2%	6%
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	3.7	4.0	7.8%	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	9.0	8.9	-0.9%	12.1
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	12	13	8.3%	15
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	5	38	36	-5.3%	29
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	4	9	125.0%	12
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	2.5	2.6	2.6%	3
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	14.9	16.2	8.6%	17
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	71	91	29.0%	21
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	11%	17%	62.6%	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%	140.0%	160.0%	20.0%	75%
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%	23.1%	26.8%	16.2%	25%
Percent of registrations conducted at local agency offices	m	decrease	10%	32.3%	34.7%	7.5%	30%
Percent of registrations conducted through mail	m	decrease	28%	43.6%	36.6%	-16.1%	43%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.0%	1.9%	85.8%	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%	47.1%	53.9%	14.5%	59%

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