

New Jersey Motor Vehicle Commission Performance Indicators - November 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	70%	61.1%	57.5%	-5.8%	64.3%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	4.1%	0.2%	-94.2%	5.0%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.2	4.7	12.0%	4.2
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	5.4	6.9	27.2%	8.3
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	10	21	19	-9.5%	19
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	30	41	28	-31.7%	45
To receive a scheduled road test for a Motorcycle drivers license (calendar days)	m	Decrease	10	17	17	0.0%	9
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	4.1	4.7	14.1%	3.1
To speak with a representative for surcharge processing (minutes)	m	Decrease	5 min	1.0	0.4	-61.3%	11.0
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%	5%	10%	116.0%	13%

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%	220.0%	0.0%	185.0%
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%	22.5%	26.1%	16.0%	24.7%
Percent of registrations conducted at local agency offices	m	decrease	10%	25.4%	30.9%	21.6%	30.5%
Percent of registrations conducted through mail	m	decrease	28%	50.5%	41.6%	-17.8%	43.2%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.5%	1.4%	-7.1%	1.6%

Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ -	\$0	0.0%	\$ -
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	37.4%	46.7%	24.8%	54.7%

* 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