

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - August 2011 reporting</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Period</b>	<b>Current Period</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Customer Safety, Identification and Document Security</b>							
Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training	m	Increase	100%	67.4%	69.2%	<b>2.6%</b>	
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.	m	Increase	100%	0.9%	0.7%	<b>-22.3%</b>	
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	6.8%	18%	<b>165.9%</b>	
<b>Customer Service (Reported Monthly):</b>							
<b>Correspondence Center Response Times</b>							
To speak with a representative for <b>general</b> information (minutes)	m	Decrease	1 min	4.5	3.2	<b>-29.0%</b>	
To speak with a representative for <b>surcharge</b> processing (minutes)	m	Decrease	5 min	28.9	22.0	<b>-24.0%</b>	
To receive a response from an <b>email</b> (business days)	m	Maintain	1 day	1	1	<b>0.0%</b>	
To receive a response from a <b>letter</b> (business days)	m	Maintain	10 days	10	10	<b>0.0%</b>	
<b>Driver Licensing and Testing Times</b>							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 min	-	-	-	
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	m	Decrease	10	18	14	<b>-22.2%</b>	
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	m	Decrease	5	20	13	<b>-35.0%</b>	
To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)	m	Decrease	10	10	36	<b>260.0%</b>	
To receive a scheduled driver <b>conference</b> (calendar days)	m	Decrease	10	5	6	<b>20.3%</b>	
<b>Vehicle Registration Business</b>							
Percent of registrations conducted online	m	Increase	60%	26.3%	23.2%	<b>-3.1%</b>	
Percent of registrations conducted at local agency offices	m	decrease	10%	33.4%	26.0%	<b>-7.4%</b>	
Percent of registrations conducted through mail	m	decrease	28%	38.6%	49.3%	<b>10.8%</b>	
Percent of registrations conducted by third party vendors	m	Increase	2%	1.7%	1.5%	<b>-0.3%</b>	
Percent of all major stakeholders trained in fraud/forgery prevention (YTD)	m	Increase	100%	8.3%	8.3%	<b>8.3%</b>	
<b>Improve Motor Vehicle Emission Inspection Process and Impact on Passenger Safety</b>							
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	21.0	16.1	<b>-4.9%</b>	
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.1	4.4	<b>0.3%</b>	
<b>Collect Revenue</b>							
Actual revenue collections expressed as percentages of forecast (Quarterly)	q	On or Above	95%	Due 10/11	Due 10/11	-	
Total Federal Grant Dollars Awarded (YTD)	q	Increase	\$1MM	\$ 1,110,768	\$1,110,768	<b>0.0%</b>	
Percent of processed data inquiries which are paid for by the State	m	Decrease	10%	50.0%	49.7%	<b>0.0%</b>	