# New Jersey Motor Vehicle Commission

## Performance Indicators - December 2012 Reporting

### Improve Driver and Vehicle Safety

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>m</td>
<td>Increase</td>
<td>70%</td>
<td>57.5%</td>
<td>64.5%</td>
<td>12.0%</td>
<td>64.1%</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>10%</td>
<td>0.2%</td>
<td>0.1%</td>
<td>-72.2%</td>
<td>5.0%</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>5</td>
<td>4.7</td>
<td>4.5</td>
<td>-4.3%</td>
<td>4.2</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>5 min</td>
<td>6.9</td>
<td>7.7</td>
<td>11.5%</td>
<td>8.2</td>
</tr>
</tbody>
</table>

### Service Delivery Levels - Driver Testing

- To receive a scheduled road test for a **class D** drivers license (calendar days)
  - m Decrease 10 days 19 16 -15.8% 19
- To receive a scheduled road test for a **CDL** drivers license (calendar days)
  - m Decrease 30 days 28 23 -17.9% 44
- To receive a scheduled road test for a **Motorcycle** drivers license (calendar days)
  - m Decrease 10 days 17 14 -17.6% 10

### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information (minutes)
  - m Decrease 1 min 4.7 2.6 -45.6% 3.3
- To speak with a representative for **surcharge** processing (minutes)
  - m Decrease 5 min 0.4 0.6 58.3% 10.3
- 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% 10% 10% -0.4% 13%

### Improve Customer Identification and Document Security

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
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<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>220.0%</td>
<td>180.0%</td>
<td>-18.2%</td>
<td>185.0%</td>
</tr>
</tbody>
</table>

### Service Delivery Levels - Field Agency Wait Time

- Average customer wait time to be served at a field agency (Data not yet available)
  - m Decrease 15 min - - -

### Service Delivery Levels - Vehicle Registration Business

- Percent of registrations conducted online
  - m Increase 60% 26.1% 25.7% -1.6% 24.7%
- Percent of registrations conducted at local agency offices
  - m Decrease 10% 30.9% 30.9% -0.2% 30.3%
- Percent of registrations conducted through mail
  - m Decrease 28% 41.6% 41.9% 0.7% 43.4%
- Percent of registrations conducted by third party vendors
  - m Increase 2% 1.4% 1.6% 14.2% 1.5%

### Improve Financial Sustainability

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>q</td>
<td>Increase</td>
<td>$1MM</td>
<td>-</td>
<td>$0</td>
<td>0.0%</td>
<td>$ -</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>10%</td>
<td>46.7%</td>
<td>48.2%</td>
<td>3.3%</td>
<td>52.5%</td>
</tr>
</tbody>
</table>

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* 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.