

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - April 2013 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 Driver and Vehicle Safety</b>							
Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training	m	Increase	70%	73.0%	74.0%	1.3%	66.6%
Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*	m	Increase	10%	0.2%	0.6%	0.0%	4.0%
Average number of bus safety inspections per person (Daily rate)	m	Increase	5	4.4	4.8	7.9%	4.3
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	11.5	12.9	12.5%	8.9
<b>Service Delivery Levels - Driver Testing</b>							
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	m	Decrease	10	8	14	75.0%	18
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	m	Decrease	30	14	8	-42.9%	36
To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)	m	Decrease	10	5	8	60.0%	11
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information (minutes)	m	Decrease	1 min	2.4	3.4	42.0%	3.6
To speak with a representative for <b>surcharge</b> processing (minutes)	m	Decrease	5 min	2.0	1.2	-41.8%	5.5
To receive a response from an <b>email</b> (business days)	m	Maintain	1 day	1	1	0.0%	1
To receive a response from a <b>letter</b> (business days)	m	Maintain	10 days	10	10	0.0%	10
Percent of medical review cases backlogged over 3 weeks.	m	Decrease	10%	14%	6%	-58.8%	8%

<b>Improve Customer Identification and Document Security</b>							
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%	180.0%	220.0%	22.2%	176.7%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 min	-	-	-	-
<b>Service Delivery Levels - License Renewals</b>							
Percent of mail-in license renewals processed at agency offices	m	Decrease	-	34%	37.5%	10.0%	-
Percent of license renewals offered through the mail but transacted through mail	m	Increase	-	66%	62.5%	-5.2%	-
<b>Service Delivery Levels - Vehicle Registration Business</b>							
Percent of registrations conducted online	m	Increase	60%	22.5%	23.3%	3.5%	24.5%
Percent of registrations conducted at local agency offices	m	decrease	10%	31.7%	32.1%	1.2%	28.9%
Percent of registrations conducted through mail	m	decrease	28%	44.1%	43.1%	-2.4%	45.0%
Percent of registrations conducted by third party vendors	m	Increase	2%	1.6%	1.5%	-6.3%	1.6%

<b>Improve Financial Sustainability</b>							
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%	50.6%	55.0%	8.7%	49.3%

\* 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