## New Jersey Motor Vehicle Commission

### Performance Indicators - April 2013 Reporting

#### Improve Driver and Vehicle Safety

<table>
<thead>
<tr>
<th>Metric</th>
<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>Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training</td>
<td>m</td>
<td>Increase</td>
<td>70%</td>
<td>73.0%</td>
<td>74.0%</td>
<td>1.3%</td>
<td>66.6%</td>
</tr>
<tr>
<td>Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*</td>
<td>m</td>
<td>Increase</td>
<td>10%</td>
<td>0.2%</td>
<td>0.6%</td>
<td>0.0%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Average number of bus safety inspections per person (Daily rate)</td>
<td>m</td>
<td>Increase</td>
<td>5</td>
<td>4.4</td>
<td>4.8</td>
<td>7.9%</td>
<td>4.3</td>
</tr>
<tr>
<td>Wait time for an emissions inspection at an MVC inspection lane (minutes)</td>
<td>m</td>
<td>Decrease</td>
<td>5 min</td>
<td>11.5</td>
<td>12.9</td>
<td>12.5%</td>
<td>8.9</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 | 8 | 14 | 75.0% | 18 |
- To receive a scheduled road test for a **CDL** drivers license (calendar days) | m | Decrease | 30 | 14 | 8 | -42.9% | 36 |
- To receive a scheduled road test for a **Motorcycle** drivers license (calendar days) | m | Decrease | 10 | 5 | 8 | 60.0% | 11 |

#### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information (minutes) | m | Decrease | 1 min | 2.4 | 3.4 | 42.0% | 3.6 |
- To speak with a representative for **surcharge** processing (minutes) | m | Decrease | 5 min | 2.0 | 1.2 | -41.8% | 5.5 |
- 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% | 14% | 6% | -58.8% | 8% |

#### 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% | 180.0% | 220.0% | 22.2% | 176.7% |

#### 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 - License Renewals

- 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% | - |

#### Service Delivery Levels - Vehicle Registration Business

- 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% |

#### Improve Financial Sustainability

- 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% |

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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.