

PI #

<b>New Jersey Motor Vehicle Commission</b>				Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
<b>Performance Indicators - February 2013 Reporting</b>										
<b>Improve Driver and Vehicle Safety</b>										
1	Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training			m	Increase	70%	71.2%	72.6%	2.0%	65.0%
2	Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*			m	Increase	10%	0.0%	0.0%	0.0%	5.0%
3	Average number of bus safety inspections per person (Daily rate)			m	Increase	5	4.0	4.1	2.0%	4.2
4	Wait time for an emissions inspection at an MVC inspection lane (minutes)			m	Decrease	5 min	9.2	12.3	33.8%	8.3
<b>Service Delivery Levels - Driver Testing</b>										
5	To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)			m	Decrease	10	18	8	-55.6%	19
6	To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)			m	Decrease	30	26	4	-84.6%	40
7	To receive a scheduled road test for a <b>Motorcycle</b> drivers license (calendar days)			m	Decrease	10	10	10	0.0%	11
<b>Service Delivery Levels - Correspondence Response Times</b>										
8	To speak with a representative for <b>general</b> information (minutes)			m	Decrease	1 min	4.0	4.8	21.0%	3.6
9	To speak with a representative for <b>surcharge</b> processing (minutes)			m	Decrease	5 min	1.1	1.5	39.4%	7.8
10	To receive a response from an <b>email</b> (business days)			m	Maintain	1 day	1	1	0.0%	1
11	To receive a response from a <b>letter</b> (business days)			m	Maintain	10 days	10	10	0.0%	10
12	Percent of medical review cases backlogged over 3 weeks.			m	Decrease	10%	2%	4%	92.1%	9%
<b>Improve Customer Identification and Document Security</b>										
13	Percent of suspected facial image fraud forwarded for action within the month of discovery			m	Increase	100%	-	-	-	-
14	Percent of major stakeholders trained in fraud/forgery prevention (Goal is 5 per month)			m	Increase	100%	120.0%	100.0%	-16.7%	173.3%
<b>Service Delivery Levels - Field Agency Wait Time</b>										
15	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	-		41.3%	-	-
	Percent of license renewals offered through the mail but transacted through mail			m	Increase	-		58.7%	-	-
<b>Service Delivery Levels - Vehicle Registration Business</b>										
16	Percent of registrations conducted online			m	Increase	60%	24.3%	26.2%	8.0%	24.9%
17	Percent of registrations conducted at local agency offices			m	decrease	10%	24.7%	19.4%	-21.7%	29.2%
18	Percent of registrations conducted through mail			m	decrease	28%	49.2%	53.0%	7.7%	44.4%
19	Percent of registrations conducted by third party vendors			m	Increase	2%	1.8%	1.4%	-21.5%	1.5%
<b>Improve Financial Sustainability</b>										
20	Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**			q	Increase	\$1MM	\$ 1,059,598	\$1,059,598	0.0%	\$ -
21	Percent of processed data inquiries which are paid for by the State			m	Decrease	10%	52.6%	50.7%	-3.7%	48.9%

\* 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