

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - September 2015 Reporting</b>	Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
<b>Improve Driver and Vehicle Safety</b>							
Percent of participants who pass the motorcycle certified rider safety course.*	M	Increase	100%	82.5%	80.2%	-2.8%	82.5%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.1	5.1	0.4%	5.0
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.0	12.1	21.0%	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	< 20 days	14	12	-14.3%	11
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 30 days	73	63	-13.7%	32
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	1
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	1 minute	6.1	1.5	-75.3%	6
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%	0%	4%	797.0%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	74.1%	108.9%	46.9%	90%

<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%	-	100.0%	-	-
Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	M	Increase	100%	40.0%	60.0%	50.0%	50.8%
<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 minutes	-	-	-	-
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	93.7%	94.4%	0.8%	85.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	6.3%	5.6%	-12.2%	14.5%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 40%	26.4%	28.4%	7.8%	26.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.8%	33.5%	-1.0%	32.3%
Percent of registration renewals conducted through mail	M	Increase	> 37%	37.9%	36.2%	-4.5%	39.2%

<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM		\$1,166,451		\$ 1,110,585
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	38.4%	40.8%	6.1%	39.1%

\* Motorcycle training and testing services do not operate from October through March.

\*\* Dollar figures reset to zero at the new fiscal year. Last 12 month average does not apply