

New Jersey Motor Vehicle Commission Performance Indicators - November 2013 Reporting	Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
Improve Driver and Vehicle Safety							
Percent completion rate of those individuals scheduled to attend Probationary Driver Program Training	m	Increase	100%	64.1%	66.7%	4.0%	67.4%
Percent of participants who pass the motorcycle certified rider safety course.*	m	Increase	100%	-	100.0%	-	-
Average number of bus safety inspections per person (Daily rate)	m	Increase	7	4.8	5.1	5.6%	4.6
Wait time for an emissions inspection at an MVC inspection lane (minutes)	m	Decrease	5 min	7.6	8.4	11.5%	9.9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	m	Decrease	< 20	18	16	-11.1%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	m	Decrease	< 30	22	20	-9.1%	17
To receive a scheduled road test for a Motorcycle drivers license (calendar days)*	m	Decrease	< 20	16	22	37.5%	10
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information (minutes)	m	Decrease	1 min	2.8	2.4	-12.1%	3.2
To speak with a representative for surcharge processing (minutes)	m	Decrease	< 5 min	1.3	1.2	-2.6%	1.3
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%	3%	4%	37.6%	5%
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 stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	m	Increase	100%	160.0%	100.0%	-37.5%	128.3%
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 qualifying mail-in license renewals processed at agency offices	m	Decrease	< 65%	50%	40.9%	-17.7%	-
Percent of qualifying mail-in license renewals processed through the mail	m	Increase	> 35%	50%	59.1%	17.4%	-
Service Delivery Levels - Vehicle Registration Renewal Business							
Percent of registration renewals conducted online	m	Increase	> 40%	25.4%	26.4%	3.8%	25.0%
Percent of registration renewals conducted at local agency offices	m	decrease	< 20%	32.6%	29.9%	-8.2%	30.0%
Percent of registration renewals conducted through mail	m	decrease	< 35%	40.1%	41.9%	4.5%	43.4%
Percent of registration renewals conducted by third party vendors	m	Increase	> 5 %	1.8%	1.8%	-5.3%	1.7%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	q	Increase	\$1MM	\$ 2,164,410	\$2,164,410	0.0%	\$ -
Percent of manually processed data inquiries which are paid for by the MVC	m	Decrease	10%	47.6%	55.0%	15.6%	52.9%

* 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