

| New Jersey Motor Vehicle Commission | | | | | | | |
|---|-----------|---------------|-------------|--------------|----------------|----------|-----------------------|
| Performance Indicators - January 2014 Reporting | | | | | | | |
| | Frequency | Desired Trend | Target | Prior Period | Current Period | % Change | Last 12 Month Average |
| Improve Driver and Vehicle Safety | | | | | | | |
| Percent of participants who pass the motorcycle certified rider safety course.* | M | Increase | 100% | - | - | - | - |
| Average number of bus safety inspections per person per day | M | Increase | 7/day | 4.8 | 4.6 | -3.2% | 4.7 |
| Wait time for an emissions inspection at an MVC inspection lane | M | Decrease | 5 minutes | 9.9 | 12.9 | 29.8% | 10.4 |
| Service Delivery Levels - Driver Testing | | | | | | | |
| To receive a scheduled road test for a class D drivers license (calendar days) | M | Decrease | < 20 days | 14 | 13 | -7.1% | 17 |
| To receive a scheduled road test for a CDL drivers license (calendar days) | M | Decrease | < 30 days | 11 | 9 | -18.2% | 15 |
| To receive a scheduled road test for a motorcycle drivers license (calendar days)* | M | Decrease | < 15 days | - | - | - | 10 |
| Service Delivery Levels - Correspondence Response Times | | | | | | | |
| To speak with a representative for general information | M | Decrease | 1 minute | 2.1 | 5.0 | 143.5% | 3.3 |
| To speak with a representative for surcharge processing | M | Decrease | < 5 minutes | 0.8 | 1.2 | 45.8% | 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% | 66.2% | 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% | 100.0% | 60.0% | -40.0% | 100.0% |
| Service Delivery Levels - Field Agency Wait Time | | | | | | | |
| Average customer wait time to be served at a field agency (Data not yet available) | | Decrease | 15 minutes | - | - | - | - |
| Service Delivery Levels - License Renewals | | | | | | | |
| Percent of qualifying mail-in license renewals processed at agency offices | M | Decrease | < 65% | 47% | 53.1% | 12.0% | 44.2% |
| Percent of qualifying mail-in license renewals processed through the mail | M | Increase | > 35% | 53% | 46.9% | -10.8% | 55.8% |
| Service Delivery Levels - Vehicle Registration Renewal | | | | | | | |
| Percent of registration renewals conducted online | M | Increase | > 40% | 25.6% | 32.3% | 26.3% | 25.6% |
| Percent of registration renewals conducted at local agency offices | M | Decrease | < 20% | 32.3% | 34.4% | 6.6% | 30.9% |
| Percent of registration renewals conducted through mail | M | Increase | > 35% | 40.3% | 31.2% | -22.6% | 41.8% |
| Percent of registration renewals conducted by third party vendors | M | Increase | > 5 % | 1.8% | 2.1% | 12.4% | 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 that are paid for by the MVC | M | Decrease | 10% | 46.0% | 47.3% | 2.7% | 52.3% |

* 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