

New Jersey Motor Vehicle Commission	Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
Performance Indicators - March 2014 Reporting							
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	4.9	4.8	-0.8%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	15.9	17.1	7.6%	10.7
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	15	18	20.0%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	18	22	22.2%	16
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	-	-	-	9
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	11.8	6.3	-46.1%	3.8
To speak with a representative for surcharge processing	M	Decrease	< 5 minutes	0.8	1.2	62.2%	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%	1%	1%	61.2%	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%	80.0%	100.0%	25.0%	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%	68%	47.2%	-30.7%	45.2%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	32%	52.8%	65.8%	54.8%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	24.4%	24.4%	-0.2%	26.1%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	31.7%	33.1%	4.6%	32.2%
Percent of registration renewals conducted through mail	M	Increase	> 35%	42.2%	41.2%	-2.6%	39.9%
Percent of registration renewals conducted by third party vendors	M	Increase	> 5 %	1.7%	1.3%	-20.1%	1.8%
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%	48.6%	41.9%	-13.7%	52.0%

* 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