

New Jersey Motor Vehicle Commission Performance Indicators - May 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%	84.3%	91.1%	8.0%	-
Average number of bus safety inspections per person per day	M	Increase	7/day	4.8	4.7	-2.3%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	17.1	11.2	-34.6%	11.4
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	18	17	-5.6%	19
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	22	34	54.5%	20
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	8	10	25.0%	9
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	6.3	4.0	-37.4%	4.5
To speak with a representative for surcharge processing	M	Decrease	< 5 minutes	1.2	1.2	1.4%	1.2
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%	0%	-100.0%	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	92.4%	88.0%	-4.8%	88.6%
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%	100.0%	0.0%	93.3%
Service Delivery Levels - Field Agency Wait Time							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 minutes	-	-	-	-
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	47%	49.4%	4.7%	47.9%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	53%	50.6%	-4.2%	52.1%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	24.4%	25.0%	2.5%	26.6%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.1%	33.0%	-0.4%	32.2%
Percent of registration renewals conducted through mail	M	Increase	> 35%	41.2%	40.1%	-2.6%	39.5%
Percent of registration renewals conducted by third party vendors	M	Increase	> 5 %	1.3%	1.9%	42.4%	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%	41.9%	40.5%	-3.5%	48.6%

* 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