New Jersey Motor Vehicle Commission
Performance Indicators - September 2014 Reporting

	Frequency	Desired Trend	Target	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%	100%	85.0%	86.0%	**1.2%**	87.8%
Average number of bus safety inspections per person per day	M	Increase	5/day	5	4.7	6.0	**28.4%**	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	5	9.1	6.3	**-30.3%**	11.3
Service Delivery Levels - Driver Testing								
To receive a scheduled road test for a **class D** drivers license (calendar days)	M	Decrease	< 20 days	20	3	3	**0.0%**	13
To receive a scheduled road test for a **CDL** drivers license (calendar days)	M	Decrease	< 30 days	30	7	7	**0.0%**	17
To receive a scheduled road test for a **motorcycle** drivers license (calendar days)*	M	Decrease	< 15 days	15	3	3	**0.0%**	9
Service Delivery Levels - Correspondence Response Times								
To speak with a representative for **general** information	M	Decrease	1 minute	1	3.0	2.8	**-4.5%**	4.6
To speak with a representative for **surcharge** processing	M	Decrease	< 5 minutes	5	1.0	0.4	**-58.1%**	1.1
To receive a response from an **email** (business days)	M	Maintain	1 day	1	1	1	**0.0%**	1
To receive a response from a **letter** (business days)	M	Maintain	10 days	10	10	10	**0.0%**	10
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	10%	0%	0%	**100.0%**	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	100%	92.6%	93.0%	**0.3%**	90.3%
Improve Customer Identification and Document Security								
Percent of suspected facial image fraud forwarded for action within the month of discovery	M	Increase	100%	100%	-	-	-	-
Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	M	Increase	100%	100%	0.0%	60.0%	0.0%	78.3%
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	15	-	-	-	-
Service Delivery Levels - License Renewals								
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	65%	69%	74.5%	**8.1%**	52.6%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	35%	31%	25.5%	**-17.9%**	47.4%
Service Delivery Levels - Vehicle Registration Renewal								
Percent of registration renewals conducted online	M	Increase	> 40%	40%	26.5%	26.4%	**-0.4%**	26.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	20%	32.3%	34.7%	**7.5%**	32.5%
Percent of registration renewals conducted through mail	M	Increase	> 37%	37%	39.5%	37.0%	**-6.3%**	38.9%
Percent of registration renewals conducted by third party vendors	M	Increase	> 3 %	3%	1.7%	1.9%	**10.3%**	1.8%
Improve Financial Sustainability								
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	$1MM	#########	$ 1,110,585	$1,110,585	**0.0%**	$ -
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	10%	36.4%	37.9%	**4.1%**	42.1%

* 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