

New Jersey Motor Vehicle Commission								
Performance Indicators - October 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%	86.0%	-	-	87.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	5	6.0	4.6	-22.9%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	5	6.3	4.9	-22.2%	11
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	4	33.3%	12
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	30	7	9	28.6%	17
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	15	3	-	-	6
Service Delivery Levels - Correspondence Response Times								
To speak with a representative for general information	M	Decrease	1 minute	1	2.8	2.7	-5.3%	4
To speak with a representative for surcharge processing	M	Decrease	< 5 minutes	5	0.4	0.5	11.5%	111%
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%	4%	100.0%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	100%	93.0%	91.4%	-1.7%	90%

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%	60.0%	80.0%	33.3%	73.8%
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%	74.5%	75.8%	1.7%	54.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	35%	25.5%	24.2%	-5.1%	46.0%
Service Delivery Levels - Vehicle Registration Renewal								
Percent of registration renewals conducted online	M	Increase	> 40%	40%	26.4%	27.2%	3.1%	26.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	20%	34.7%	34.2%	-1.5%	32.5%
Percent of registration renewals conducted through mail	M	Increase	> 37%	37%	37.0%	36.7%	-0.9%	39.0%
Percent of registration renewals conducted by third party vendors	M	Increase	> 3 %	3%	1.9%	1.9%	1.0%	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%	37.9%	36.0%	-5.0%	41.5%

* 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