

New Jersey Motor Vehicle Commission Performance Indicators - November 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%	-	-	-	87.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.6	5.1	9.1%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	4.9	6.0	22.1%	11
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	4	3	-25.0%	11
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	9	10	11.1%	16
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	-	-	-	8
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	2.7	3.6	33.5%	5
To speak with a representative for surcharge processing	M	Decrease	< 5 minutes	0.5	0.7	34.5%	1
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%	4%	0%	-100.0%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	91.4%	96.3%	5.4%	91%

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%	20.0%	-75.0%	63.1%
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%	75.8%	82.8%	9.3%	56.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	24.2%	17.2%	-29.2%	43.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	27.2%	28.5%	4.7%	26.9%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	34.2%	34.1%	-0.2%	32.6%
Percent of registration renewals conducted through mail	M	Increase	> 37%	36.7%	35.7%	-2.6%	38.6%
Percent of registration renewals conducted by third party vendors	M	Increase	> 3 %	1.9%	1.6%	-13.2%	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%	37.9%	43.6%	15.1%	41.2%

* 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