

New Jersey Motor Vehicle Commission Performance Indicators - December 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	5.1	4.9	-4.2%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	6.0	7.7	27.6%	11
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	3	8	166.7%	10
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	10	17	70.0%	16
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	-	-	-	6
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	3.6	2.2	-40.0%	5
To speak with a representative for surcharge processing	M	Decrease	< 5 minutes	0.7	0.5	-23.8%	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%	0%	1%	36.3%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	96.3%	90.9%	-5.6%	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%	20.0%	40.0%	100.0%	58.5%
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%	82.8%	80.8%	-2.5%	59.6%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	17.2%	19.2%	12.1%	40.4%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	28.5%	26.2%	-8.0%	26.9%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	34.1%	33.9%	-0.6%	32.9%
Percent of registration renewals conducted through mail	M	Increase	> 37%	35.7%	37.8%	5.7%	38.3%
Percent of registration renewals conducted by third party vendors	M	Increase	> 3 %	1.6%	2.1%	26.8%	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%	43.6%	41.4%	-4.9%	40.1%

* 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