

New Jersey Motor Vehicle Commission Performance Indicators - February 2015 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	4.7	5.3	11.7%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.3	13.2	59.1%	11
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	12	15	25.0%	10
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	15	18	20.0%	17
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	6.6	7.1	7.8%	5
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%	45.5%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	82.7%	100.0%	20.9%	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%	40.0%	100.0%	150.0%	56.9%
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%	80.9%	78.3%	-3.2%	64.1%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	19.1%	21.7%	13.4%	35.9%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	27.6%	25.2%	-8.7%	26.5%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	26.4%	28.9%	9.2%	32.0%
Percent of registration renewals conducted through mail	M	Increase	> 37%	44.5%	44.5%	0.2%	39.7%

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%	38.4%	42.6%	11.0%	39.2%

* 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