

New Jersey Motor Vehicle Commission Performance Indicators - May 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%	82.1%	85.1%	3.6%	83.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.3	5.3	-0.4%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.1	8.4	-8.0%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	11	14	27.3%	10
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	21	40	90.5%	18
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	1
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	11.8	6.8	-42.4%	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%	5%	975.5%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	84.3%	88.2%	4.7%	90%

Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	M	Increase	100%	-	-	-	-
Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	M	Increase	100%	80.0%	80.0%	0.0%	52.3%
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	-	-	-	-
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	91.0%	92.8%	2.0%	73.7%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	9.0%	7.2%	-20.0%	26.3%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	25.6%	28.1%	9.9%	26.4%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.1%	30.2%	-8.8%	31.9%
Percent of registration renewals conducted through mail	M	Increase	> 37%	39.2%	39.8%	1.7%	39.8%

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%	36.9%	40.0%	8.3%	38.3%

* 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