

New Jersey Motor Vehicle Commission							
Performance Indicators - April 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%	-	82.1%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	5.3	9.3%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.8	9.1	-16.2%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	20	11	-45.0%	10
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	25	21	-16.0%	17
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	-	1	-	1
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	9.0	11.8	31.2%	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%	1%	0%	-67.0%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	79.1%	84.3%	6.6%	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%	40.0%	80.0%	100.0%	53.8%
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	-	-	-	-
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	86.4%	91.0%	5.3%	70.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	13.6%	9.0%	-33.9%	30.0%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	25.8%	25.6%	-0.7%	26.1%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.7%	33.1%	-1.8%	32.0%
Percent of registration renewals conducted through mail	M	Increase	> 37%	38.7%	39.2%	1.3%	40.1%
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%	38.9%	36.9%	-5.1%	38.1%

* 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