

New Jersey Motor Vehicle Commission Performance Indicators - December 2013 Reporting	Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
Improve Driver and Vehicle Safety							
Percent completion rate of those individuals scheduled to attend mandatory Probationary Driver Program Training	M	Increase	100%	66.7%	38.3%	-42.5%	65.2%
Percent of participants who pass the motorcycle certified rider safety course.*	M	Increase	100%	-	-	-	-
Average number of bus safety inspections per person per day	M	Increase	7/day	5.1	4.8	-6.7%	4.6
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	8.4	9.9	17.5%	10.1
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	16	14	-12.5%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	20	11	-45.0%	16
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	-	-	-	10
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	2.4	2.1	-14.5%	3.2
To speak with a representative for surcharge processing	M	Decrease	< 5 minutes	1.2	0.8	-35.1%	1.3
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%	3%	-25.8%	4%
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%	100.0%	100.0%	0.0%	121.7%
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%	41%	47.4%	15.9%	43.4%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	59%	52.6%	-11.0%	56.6%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	26.4%	25.6%	-3.1%	24.9%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	29.9%	32.3%	8.0%	30.1%
Percent of registration renewals conducted through mail	M	Increase	> 35%	41.9%	40.3%	-4.0%	43.3%
Percent of registration renewals conducted by third party vendors	M	Increase	> 5 %	1.8%	1.8%	5.5%	1.7%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$ 1,447,657	\$1,447,657	0.0%	\$ -
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	55.0%	46.0%	-16.4%	52.7%

* 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