## New Jersey Motor Vehicle Commission

### Performance Indicators - April 2014 Reporting

#### Improve Driver and Vehicle Safety

- **Percent of participants who pass the motorcycle certified rider safety course.**
  - M  
  - Increase 100%  
  - Target: 84.3%  
  - Prior Period: -  
  - Current Period: -  
  - % Change: -

- **Average number of bus safety inspections per person per day**
  - M  
  - Increase 7/day  
  - Target: 4.8  
  - Prior Period: 4.8  
  - Current Period: -1.2%  
  - % Change: 4.7

- **Wait time for an emissions inspection at an MVC inspection lane**
  - M  
  - Decrease 5 minutes  
  - Target: 17.1  
  - Prior Period: 13.9  
  - Current Period: -18.9%  
  - % Change: 10.7

#### Service Delivery Levels - Driver Testing

- **To receive a scheduled road test for a class D drivers license (calendar days)**
  - M  
  - Decrease < 20 days  
  - Target: 18  
  - Prior Period: 17  
  - Current Period: -5.6%  
  - % Change: 18

- **To receive a scheduled road test for a CDL drivers license (calendar days)**
  - M  
  - Decrease < 30 days  
  - Target: 22  
  - Prior Period: 22  
  - Current Period: 0.0%  
  - % Change: 16

- **To receive a scheduled road test for a motorcycle drivers license (calendar days)**
  - M  
  - Decrease < 15 days  
  - Target: -  
  - Prior Period: -  
  - Current Period: -  
  - % Change: -

#### Service Delivery Levels - Correspondence Response Times

- **To speak with a representative for general information**
  - M  
  - Decrease 1 minute  
  - Target: 6.3  
  - Prior Period: 5.9  
  - Current Period: -7.6%  
  - % Change: 3.8

- **To speak with a representative for surcharge processing**
  - M  
  - Decrease < 5 minutes  
  - Target: 1.2  
  - Prior Period: 1.4  
  - Current Period: 12.3%  
  - % Change: 1.3

- **To receive a response from an email (business days)**
  - M  
  - Maintain 1 day  
  - Target: 1  
  - Prior Period: 1  
  - Current Period: 0.0%  
  - % Change: 1

- **To receive a response from a letter (business days)**
  - M  
  - Maintain 10 days  
  - Target: 10  
  - Prior Period: 10  
  - Current Period: 0.0%  
  - % Change: 10

- **Percent of medical review cases backlogged over 3 weeks.**
  - M  
  - Decrease < 10%  
  - Target: 1%  
  - Prior Period: 1%  
  - Current Period: 28.6%  
  - % Change: 5%  

#### Service Delivery Levels - Field Agency Wait Time

- **Average customer wait time to be served at a field agency (Data not yet available)**
  - M  
  - Decrease 15 minutes  
  - Target: -  
  - Prior Period: -  
  - Current Period: -  
  - % Change: -

#### Service Delivery Levels - License Renewals

- **Percent of qualifying mail-in license renewals processed at agency offices**
  - M  
  - Decrease < 65%  
  - Target: 47%  
  - Prior Period: 45.0%  
  - Current Period: -4.7%  
  - % Change: 45.2%

- **Percent of qualifying mail-in license renewals processed through the mail**
  - M  
  - Increase > 35%  
  - Target: 53%  
  - Prior Period: 55.0%  
  - Current Period: -4.2%  
  - % Change: 54.8%

#### Service Delivery Levels - Vehicle Registration Renewal

- **Percent of registration renewals conducted online**
  - M  
  - Increase > 40%  
  - Target: 24.4%  
  - Prior Period: 24.7%  
  - Current Period: 1.3%  
  - % Change: 26.1%

- **Percent of registration renewals conducted at local agency offices**
  - M  
  - Decrease < 20%  
  - Target: 33.1%  
  - Prior Period: 30.7%  
  - Current Period: -7.3%  
  - % Change: 32.2%

- **Percent of registration renewals conducted through mail**
  - M  
  - Increase > 35%  
  - Target: 41.2%  
  - Prior Period: 43.0%  
  - Current Period: 4.4%  
  - % Change: 39.9%

- **Percent of registration renewals conducted by third party vendors**
  - M  
  - Increase > 5%  
  - Target: 1.3%  
  - Prior Period: 1.6%  
  - Current Period: 23.1%  
  - % Change: 1.8%

#### Improve Customer Identification and Document Security

- **Percent of suspected facial image fraud forwarded for action within the month of discovery**
  - M  
  - Increase 100%  
  - Target: -  
  - Prior Period: -  
  - Current Period: -  
  - % Change: -

- **Percent of stakeholders trained in fraud/forgery prevention**
  - M  
  - Increase 100.0%  
  - Target: 100.0%  
  - Prior Period: 100.0%  
  - Current Period: 100.0%  
  - % Change: 100.0%

#### Service Delivery Levels - Field Agency Wait Time

- **Average customer wait time to be served at a field agency (Data not yet available)**
  - M  
  - Decrease 15 minutes  
  - Target: -  
  - Prior Period: -  
  - Current Period: -  
  - % Change: -

#### Service Delivery Levels - License Renewals

- **Percent of qualifying mail-in license renewals processed at agency offices**
  - M  
  - Decrease < 65%  
  - Target: 47%  
  - Prior Period: 45.0%  
  - Current Period: -4.7%  
  - % Change: 45.2%

- **Percent of qualifying mail-in license renewals processed through the mail**
  - M  
  - Increase > 35%  
  - Target: 53%  
  - Prior Period: 55.0%  
  - Current Period: -4.2%  
  - % Change: 54.8%

#### Service Delivery Levels - Vehicle Registration Renewal

- **Percent of registration renewals conducted online**
  - M  
  - Increase > 40%  
  - Target: 24.4%  
  - Prior Period: 24.7%  
  - Current Period: 1.3%  
  - % Change: 26.1%

- **Percent of registration renewals conducted at local agency offices**
  - M  
  - Decrease < 20%  
  - Target: 33.1%  
  - Prior Period: 30.7%  
  - Current Period: -7.3%  
  - % Change: 32.2%

- **Percent of registration renewals conducted through mail**
  - M  
  - Increase > 35%  
  - Target: 41.2%  
  - Prior Period: 43.0%  
  - Current Period: 4.4%  
  - % Change: 39.9%

- **Percent of registration renewals conducted by third party vendors**
  - M  
  - Increase > 5%  
  - Target: 1.3%  
  - Prior Period: 1.6%  
  - Current Period: 23.1%  
  - % Change: 1.8%

#### Improve Financial Sustainability

- **Total Federal Grant Dollars Awarded**
  - Q  
  - Increase $1MM  
  - Target: $2,164,410  
  - Prior Period: $2,164,410  
  - Current Period: 0.0%  
  - % Change: $-

- **Percent of manually processed data inquiries that are paid for by the MVC**
  - M  
  - Decrease 10%  
  - Target: 41.9%  
  - Prior Period: 38.4%  
  - Current Period: -8.5%  
  - % Change: 52.0%

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*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.*