## New Jersey Motor Vehicle Commission

### Performance Indicators - September 2014 Reporting

<table>
<thead>
<tr>
<th>Improve Driver and Vehicle Safety</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
</table>

- **Percent of participants who pass the motorcycle certified rider safety course.**
  - M Increase 100% 100% 85.0% 86.0% 1.2% 87.8%

- **Average number of bus safety inspections per person per day**
  - M Increase 5/day 5 4.7 6.0 28.4% 4.8

- **Wait time for an emissions inspection at an MVC inspection lane**
  - M Decrease 5 minutes 5 9.1 6.3 -30.3% 11.3

<table>
<thead>
<tr>
<th>Service Delivery Levels - Driver Testing</th>
</tr>
</thead>
</table>

#### To receive a scheduled road test for a class D drivers license (calendar days)
  - M Decrease < 20 days 20 3 3 0.0% 13

#### To receive a scheduled road test for a CDL drivers license (calendar days)
  - M Decrease < 30 days 30 7 7 0.0% 17

#### To receive a scheduled road test for a motorcycle drivers license (calendar days)*
  - M Decrease < 15 days 15 3 3 0.0% 9

### Improve Customer Identification and Document Security

<table>
<thead>
<tr>
<th>Improve Customer Identification and Document Security</th>
</tr>
</thead>
</table>

#### Percent of suspected facial image fraud forwarded for action within the month of discovery
  - M Increase 100% 100% - - -

#### Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)
  - M Increase 100% 100% 0.0% 60.0% 0.0% 78.3%

<table>
<thead>
<tr>
<th>Service Delivery Levels - Field Agency Wait Time</th>
</tr>
</thead>
</table>

- **Average customer wait time to be served at a field agency (Data not yet available)**
  - M Increase 15 minutes 15 - - -

### Service Delivery Levels - License Renewals

<table>
<thead>
<tr>
<th>Service Delivery Levels - License Renewals</th>
</tr>
</thead>
</table>

- **Percent of qualifying mail-in license renewals processed at agency offices**
  - M Decrease < 65% 65% 69% 74.5% 81.1% 52.6%

- **Percent of qualifying mail-in license renewals processed through the mail**
  - M Increase > 35% 35% 31% 25.5% -17.9% 47.4%

### Service Delivery Levels - Vehicle Registration Renewal

<table>
<thead>
<tr>
<th>Service Delivery Levels - Vehicle Registration Renewal</th>
</tr>
</thead>
</table>

- **Percent of registration renewals conducted online**
  - M Increase > 40% 40% 26.5% 26.4% -0.4% 26.7%

- **Percent of registration renewals conducted at local agency offices**
  - M Decrease > 30% 30% 32.3% 34.7% 7.5% 32.5%

- **Percent of registration renewals conducted through mail**
  - M Increase > 37% 37% 39.5% 37.0% -6.3% 38.9%

- **Percent of registration renewals conducted by third party vendors**
  - M Increase > 3 % 3% 1.7% 1.9% 10.3% 1.8%

### Improve Financial Sustainability

<table>
<thead>
<tr>
<th>Improve Financial Sustainability</th>
</tr>
</thead>
</table>

- **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% 10% 36.4% 37.9% 4.1% 42.1%

---

* 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