

New Jersey Motor Vehicle Commission				Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
Performance Indicators - January 2015 Reporting										
Improve Driver and Vehicle Safety										
Percent of participants who pass the motorcycle certified rider safety course.*				M	Increase	100%	-	-	-	87.6%
Average number of bus safety inspections per person per day				M	Increase	5/day	4.9	4.7	-2.9%	4.7
Wait time for an emissions inspection at an MVC inspection lane				M	Decrease	8 minutes	7.7	8.3	7.9%	11
Service Delivery Levels - Driver Testing										
To receive a scheduled road test for a class D drivers license (calendar days)				M	Decrease	< 20 days	8	12	50.0%	10
To receive a scheduled road test for a CDL drivers license (calendar days)				M	Decrease	< 30 days	17	15	-11.8%	16
To receive a scheduled road test for a motorcycle drivers license (calendar days)*				M	Decrease	< 15 days	-	-	-	6
Service Delivery Levels - Correspondence Response Times										
To speak with a representative for general information				M	Decrease	1 minute	2.2	6.6	207.8%	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%	-34.3%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training				M	Increase	100%	90.9%	82.7%	-9.0%	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%	40.0%	0.0%	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%	80.8%	80.9%	0.2%	62.2%
Percent of qualifying mail-in license renewals processed through the mail				M	Increase	> 35%	19.2%	19.1%	-0.7%	37.8%
Service Delivery Levels - Vehicle Registration Renewal										
Percent of registration renewals conducted online				M	Increase	> 40%	26.2%	27.6%	5.2%	27.1%
Percent of registration renewals conducted at local agency offices				M	Decrease	< 20%	33.9%	26.4%	-22.1%	32.5%
Percent of registration renewals conducted through mail				M	Increase	> 37%	37.8%	44.5%	17.8%	38.6%
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%	41.4%	38.4%	-7.4%	39.5%

* 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