## New Jersey Motor Vehicle Commission Performance Indicators - November 2015 Reporting

### Improve Driver and Vehicle Safety

<table>
<thead>
<tr>
<th>Description</th>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of participants who pass the motorcycle certified rider safety course.*</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>88.1%</td>
<td>74.5%</td>
<td>-15.4%</td>
<td>81.7%</td>
</tr>
<tr>
<td>Average number of bus safety inspections per person per day</td>
<td>M</td>
<td>Increase</td>
<td>5/day</td>
<td>5.6</td>
<td>5.3</td>
<td>-5.0%</td>
<td>5.1</td>
</tr>
<tr>
<td>Wait time for an emissions inspection at an MVC inspection lane</td>
<td>M</td>
<td>Decrease</td>
<td>8 minutes</td>
<td>8.8</td>
<td>9.7</td>
<td>9.5%</td>
<td>9</td>
</tr>
</tbody>
</table>

### Service Delivery Levels - Driver Testing

- To receive a scheduled road test for a **class D** drivers license (calendar days):
  - M Decrease < 20 days 12 12 0.0% 12
- To receive a scheduled road test for a **CDL** drivers license (calendar days):
  - M Decrease < 30 days 50 50 0.0% 36
- To receive a scheduled road test for a **motorcycle** drivers license (calendar days)*:
  - M Decrease < 15 days 1 1 0.0% 1

### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information:
  - M Decrease 1 minute 4.6 5.4 16.3% 6
- 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

### Service Delivery Levels - Field Agency Wait Time

- Percent of medical review cases backlogged over 3 weeks:
  - M Decrease < 10% 1% 1% -38.7% 1%

### Service Delivery Levels - License Renewals

- Percent completion rate of those attending mandatory Probationary Driver Program Training:
  - M Increase 100% 87.1% 89.6% 2.8% 91%

### Improve Customer Identification and Document Security

- Percent of suspected facial image fraud forwarded for action within the month of discovery:
  - M Increase 100% 100.0% 100.0% 0.0%
- 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% 64.6%

### 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 - - -

### Service Delivery Levels - License Renewals

- Percent of qualifying mail-in license renewals processed at agency offices:
  - M Decrease < 65% 93.3% 93.0% -0.3% 88.7%
- Percent of qualifying mail-in license renewals processed through the mail:
  - M Increase > 35% 6.7% 7.0% 4.8% 11.3%

### Service Delivery Levels - Vehicle Registration Renewal

- Percent of registration renewals conducted online:
  - M Increase > 40% 27.7% 27.8% 0.3% 26.8%
- Percent of registration renewals conducted at local agency offices:
  - M Decrease < 20% 33.1% 31.3% -5.5% 32.0%
- Percent of registration renewals conducted through mail:
  - M Increase > 37% 37.7% 39.1% 3.7% 39.3%

### Improve Financial Sustainability

<table>
<thead>
<tr>
<th>Description</th>
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<th>Desired Trend</th>
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<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**</td>
<td>Q</td>
<td>Increase</td>
<td>$1MM</td>
<td>$1,110,585</td>
<td>$1,166,451</td>
<td>5.0%</td>
<td>$1,166,451</td>
</tr>
<tr>
<td>Percent of manually processed data inquiries that are paid for by the MVC</td>
<td>M</td>
<td>Decrease</td>
<td>10%</td>
<td>49.0%</td>
<td>41.3%</td>
<td>-15.8%</td>
<td>40.5%</td>
</tr>
</tbody>
</table>

* 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.