

| New Jersey Motor Vehicle Commission Performance Indicators - June 2014 Reporting | Frequency | Desired Trend | Target | Prior Period | Current Period | % Change | Last 12 Month Average |
|---|------------------|----------------------|---------------|---------------------|-----------------------|-----------------|------------------------------|
| Improve Driver and Vehicle Safety | | | | | | | |
| Percent of participants who pass the motorcycle certified rider safety course.* | M | Increase | 100% | 91.1% | 88.3% | -3.1% | - |
| Average number of bus safety inspections per person per day | M | Increase | 7/day | 4.7 | 4.5 | -4.7% | 4.8 |
| Wait time for an emissions inspection at an MVC inspection lane | M | Decrease | 5 minutes | 11.2 | 10.8 | -3.7% | 11.6 |
| Service Delivery Levels - Driver Testing | | | | | | | |
| To receive a scheduled road test for a class D drivers license (calendar days) | M | Decrease | < 20 days | 17 | 17 | 0.0% | 18 |
| To receive a scheduled road test for a CDL drivers license (calendar days) | M | Decrease | < 30 days | 34 | 31 | -8.8% | 21 |
| To receive a scheduled road test for a motorcycle drivers license (calendar days)* | M | Decrease | < 15 days | 10 | 10 | 0.0% | 9 |
| Service Delivery Levels - Correspondence Response Times | | | | | | | |
| To speak with a representative for general information | M | Decrease | 1 minute | 4.0 | 5.1 | 29.4% | 4.8 |
| To speak with a representative for surcharge processing | M | Decrease | < 5 minutes | 1.2 | 1.0 | -16.2% | 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% | 0% | 1% | 100.0% | 3% |
| Percent completion rate of those attending mandatory Probationary Driver Program Training | M | Increase | 100% | 88.0% | 93.9% | 6.7% | 89.5% |
| 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% | 90.0% |
| 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% | 49% | 48.5% | -1.9% | 48.9% |
| Percent of qualifying mail-in license renewals processed through the mail | M | Increase | > 35% | 51% | 51.5% | 1.8% | 51.1% |
| Service Delivery Levels - Vehicle Registration Renewal | | | | | | | |
| Percent of registration renewals conducted online | M | Increase | > 40% | 25.0% | 26.8% | 7.2% | 26.6% |
| Percent of registration renewals conducted at local agency offices | M | Decrease | < 20% | 33.0% | 31.9% | -3.3% | 32.3% |
| Percent of registration renewals conducted through mail | M | Increase | > 35% | 40.1% | 38.8% | -3.2% | 39.4% |
| Percent of registration renewals conducted by third party vendors | M | Increase | > 5 % | 1.9% | 2.5% | 30.3% | 1.8% |
| Improve Financial Sustainability | | | | | | | |
| Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)** | Q | Increase | \$1MM | \$ 2,164,410 | \$2,164,410 | 0.0% | \$ - |
| Percent of manually processed data inquiries that are paid for by the MVC | M | Decrease | 10% | 40.5% | 36.2% | -10.6% | 47.1% |

* 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