

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - August 2014 Reporting</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Period</b>	<b>Current Period</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Driver and Vehicle Safety</b>							
Percent of participants who pass the motorcycle certified rider safety course.*	M	Increase	100%	91.8%	85.0%	-7.4%	-
Average number of bus safety inspections per person per day	M	Increase	7/day	4.5	4.7	4.7%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	12.3	9.1	-26.2%	11.5
<b>Service Delivery Levels - Driver Testing</b>							
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	M	Decrease	< 20 days	2	3	50.0%	14
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 30 days	5	7	40.0%	18
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 15 days	2	3	50.0%	9
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	1 minute	4.3	3.0	-30.7%	4.7
To speak with a representative for <b>surcharge</b> processing	M	Decrease	< 5 minutes	1.8	1.0	-41.5%	1.2
To receive a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	0.0%	1
To receive a response from a <b>letter</b> (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%	100.0%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	90.4%	92.6%	2.4%	90.0%

<b>Improve Customer Identification and Document Security</b>							
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%	0.0%	0.0%	0.0%	85.0%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 minutes	-	-	-	-
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	54%	68.9%	28.6%	51.7%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	46%	31.1%	-33.0%	48.3%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 40%	24.3%	26.5%	9.3%	26.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	31.0%	32.3%	4.2%	32.2%
Percent of registration renewals conducted through mail	M	Increase	> 35%	43.1%	39.5%	-8.3%	39.4%
Percent of registration renewals conducted by third party vendors	M	Increase	> 5 %	1.7%	1.7%	2.8%	1.8%

<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$ 2,164,410	\$1,110,585	-48.7%	\$ -
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	30.2%	36.4%	20.8%	43.6%

\* 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