

<b>New Jersey Motor Vehicle Commission Performance Indicators - July 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%	88.3%	91.8%	4.1%	89%
Average number of bus safety inspections per person per day	M	Increase	7/day	4.5	4.5	-0.7%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	5 minutes	10.8	12.3	14.5%	11.6
<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	17	2	-88.2%	15
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 30 days	31	5	-83.9%	20
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 15 days	10	2	-80.0%	10
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	1 minute	5.1	4.3	-16.6%	4.8
To speak with a representative for <b>surcharge</b> processing	M	Decrease	< 5 minutes	1.0	1.8	71.0%	1.3
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%	1%	100.0%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	93.9%	90.4%	-3.6%	89.6%
<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%	100.0%	0.0%	-100.0%	88.3%
<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%	48%	53.6%	10.5%	50.3%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	52%	46.4%	-9.9%	49.7%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 40%	26.8%	24.3%	-9.4%	26.6%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	31.9%	31.0%	-2.9%	32.2%
Percent of registration renewals conducted through mail	M	Increase	> 35%	38.8%	43.1%	11.0%	39.3%
Percent of registration renewals conducted by third party vendors	M	Increase	> 5 %	2.5%	1.7%	-32.6%	1.8%
<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$ 2,164,410	\$0		\$ -
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	36.2%	30.2%	-16.6%	45.2%

\* 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