

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - February 2016 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%	-	-	-	<b>81.3%</b>
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	5.0	<b>1.8%</b>	<b>5.1</b>
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.7	10.4	<b>19.9%</b>	<b>10</b>
<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	19	25	<b>31.6%</b>	<b>15</b>
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 30 days	60	63	<b>5.0%</b>	<b>47</b>
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 15 days	1	1	<b>0.0%</b>	<b>1</b>
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	1 minute	8.3	10.8	<b>30.5%</b>	<b>7</b>
To receive a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	<b>0.0%</b>	<b>1</b>
To receive a response from a <b>letter</b> (business days)	M	Maintain	10 days	10	10	<b>0.0%</b>	<b>10</b>
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	5%	4%	<b>-4.8%</b>	<b>2%</b>
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	92.0%	91.9%	<b>-0.1%</b>	<b>91%</b>
<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%	100.0%	100.0%	<b>0.0%</b>	<b>100.0%</b>
Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	M	Increase	100%	80.0%	80.0%	<b>0.0%</b>	<b>75.4%</b>
<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%	94.4%	92.3%	<b>-2.2%</b>	<b>91.5%</b>
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	5.6%	7.7%	<b>36.1%</b>	<b>8.5%</b>
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 40%	30.3%	26.5%	<b>-12.5%</b>	<b>27.0%</b>
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	28.0%	29.5%	<b>5.5%</b>	<b>31.8%</b>
Percent of registration renewals conducted through mail	M	Increase	> 37%	40.3%	42.5%	<b>5.3%</b>	<b>39.4%</b>
<b>Improve Financial Sustainability</b>							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$1,166,451	\$1,166,451	<b>0.0%</b>	\$ 1,166,451
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	45.3%	45.0%	<b>-0.8%</b>	<b>41.9%</b>
* 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							