

New Jersey Motor Vehicle Commission Performance Indicators - July 2015 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%	82.4%	82.5%	0.2%	83.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	5.1	5.8%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.2	10.0	21.7%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	12	14	16.7%	9
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	42	73	73.8%	22
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	2
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	6.9	6.1	-11.2%	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
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0%	0%	56.3%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	107.0%	74.1%	-30.7%	90%

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%	40.0%	40.0%	0.0%	43.1%
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%	92.6%	93.7%	1.2%	80.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	7.4%	6.3%	-14.6%	19.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	25.7%	26.4%	2.7%	26.4%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	31.4%	33.8%	7.7%	32.0%
Percent of registration renewals conducted through mail	M	Increase	> 37%	41.0%	37.9%	-7.7%	39.8%

Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM				\$ 1,110,585
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	37.0%	38.4%	3.8%	38.2%

* 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