

New Jersey Motor Vehicle Commission Performance Indicators - October 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%	78.8%	88.1%	11.9%	83.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.2	5.6	6.5%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.0	8.8	-11.4%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	15	12	-20.0%	9
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	50	50	0.0%	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	5.3	4.6	-13.5%	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%	1%	1%	44.6%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	89.8%	87.1%	-2.9%	90%

Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	M	Increase	100%	100.0%	100.0%	-	-
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%	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%	92.8%	93.3%	0.6%	80.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	7.2%	6.7%	-7.8%	19.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	26.2%	27.7%	5.7%	26.4%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.8%	33.1%	0.8%	32.0%
Percent of registration renewals conducted through mail	M	Increase	> 37%	39.1%	37.7%	-3.5%	39.8%

Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM				\$ -
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	38.1%	49.0%	28.6%	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