

New Jersey Motor Vehicle Commission Performance Indicators - November 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%	88.1%	74.5%	-15.4%	81.7%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.6	5.3	-5.0%	5.1
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.8	9.7	9.5%	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	12	0.0%	12
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	50	50	0.0%	36
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	1
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	4.6	5.4	16.3%	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%	-38.7%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	87.1%	89.6%	2.8%	91%

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%	0.0%	
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%	64.6%
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%	93.3%	93.0%	-0.3%	88.7%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	6.7%	7.0%	4.8%	11.3%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	27.7%	27.8%	0.3%	26.8%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.1%	31.3%	-5.5%	32.0%
Percent of registration renewals conducted through mail	M	Increase	> 37%	37.7%	39.1%	3.7%	39.3%

Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$1,110,585	\$1,166,451	5.0%	\$ 1,166,451
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	49.0%	41.3%	-15.8%	40.5%

* 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