

New Jersey Motor Vehicle Commission Performance Indicators - March 2016 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%	-	-	-	81.3%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.0	5.0	0.0%	5.1
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.4	13.6	30.4%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	25	25	0.0%	16
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	63	63	0.0%	51
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	10.8	5.3	-51.1%	7
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%	4%	1%	-85.8%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	91.9%	90.1%	-1.9%	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%	0.0%	100.0%
Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	M	Increase	100%	80.0%	100.0%	25.0%	75.4%
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%	92.3%	91.9%	-0.4%	92.6%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	7.7%	8.1%	4.8%	7.4%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	26.5%	27.2%	2.7%	27.2%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	29.5%	33.1%	12.3%	32.1%
Percent of registration renewals conducted through mail	M	Increase	> 37%	42.5%	38.0%	-10.6%	38.9%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$1,166,451	\$1,166,451	0.0%	\$ 1,166,451
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	45.0%	45.2%	0.5%	42.1%
* 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							