

## MVC - Key Performance Indicators

Revised 1/25/2017

<b>New Jersey Motor Vehicle Commission Performance Indicators - December 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%	80.8%	95.6%	18.3%	83.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	9.2	8.6	-5.9%	6.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	6.2	6.7	7.9%	10
<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	12	12	0.0%	17
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	62	62	0.0%	62
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	3
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	1 minute	9.1	3.1	-66.4%	9
To receive a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	0.0%	1
To receive a response from a <b>letter</b> (business days)	M	Maintain	10 days	10	10	0.0%	10
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	1.6%	3.3%	108.8%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	94.1%	88.0%	-6.5%	90%
<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%	0.0%	100.0%
Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month)	M	Increase	100%	100.0%	80.0%	-20.0%	81.7%
<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%	67.3%	74.1%	10.1%	79.6%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	32.7%	25.9%	-20.8%	20.4%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 40%	29.9%	30.5%	2.0%	29.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	30.4%	30.9%	1.6%	31.0%
Percent of registration renewals conducted through mail	M	Increase	> 37%	37.9%	36.8%	-2.8%	38.2%
<b>Improve Financial Sustainability</b>							
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	46.2%	43.9%	-5.0%	44.4%

\* Motorcycle training and testing services do not operate from October through March.