

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - February 2017 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%	95.6%	-	-	<b>84.9%</b>
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	4.9	<b>-0.2%</b>	<b>6.7</b>
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	6.8	9.2	<b>36.4%</b>	<b>10</b>
<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	10	9	<b>-10.0%</b>	<b>15</b>
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	48	49	<b>2.1%</b>	<b>59</b>
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 10 days	1	2	<b>100.0%</b>	<b>3</b>
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	5 minute	9.7	10.1	<b>4.1%</b>	<b>9</b>
To receive a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	<b>0.0%</b>	<b>1</b>
To receive a response from a <b>letter</b> (business days)	M	Maintain	10 days	10	10	<b>0.0%</b>	<b>10</b>
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0.3%	2.4%	<b>632.9%</b>	<b>1%</b>
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	88.0%	95.5%	<b>8.4%</b>	<b>90%</b>

<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%	<b>0.0%</b>	<b>100.0%</b>
Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month)	M	Increase	100%	100.0%	100.0%	<b>0.0%</b>	<b>85.0%</b>
<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	n/a	-	-	-	
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	66.4%	67.8%	<b>2.0%</b>	<b>75.2%</b>
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	33.6%	32.2%	<b>-4.0%</b>	<b>24.8%</b>
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	30.4%	29.8%	<b>-1.9%</b>	<b>29.3%</b>
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	27.1%	31.7%	<b>16.8%</b>	<b>31.2%</b>
Percent of registration renewals conducted through mail	M	Increase	> 42%	40.9%	37.2%	<b>-9.3%</b>	<b>37.8%</b>

<b>Improve Financial Sustainability</b>							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year	M	Maintain	100%	98.8%	98.8%	<b>0.0%</b>	<b>98.8%</b>

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