

New Jersey Motor Vehicle Commission Performance Indicators - May 2018 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%	-	-	-	85.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	4.8	-2.2%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	13.1	11.1	-15.6%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	25	20	-20.0%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	40	40	0.0%	45
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	11	11	0.0%	8
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	7.8	4.6	-40.8%	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%	4.4%	0.0%	-	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	91.6%	79.2%	-13.6%	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%	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%	100.0%	0.0%	81.7%
Service Delivery Levels - Field Agency Wait Time							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	n/a	-	-	-	
Percent of operating time mobile units are deployed		Increase	> 85%	80.0%	53.8%	-32.7%	74.1%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	78.9%	76.7%	-2.8%	74.6%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	21.1%	23.3%	10.5%	25.4%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.6%	30.8%	-2.7%	31.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	31.2%	29.9%	-4.2%	30.9%
Percent of registration renewals conducted through mail	M	Increase	> 42%	35.5%	37.4%	5.4%	35.8%
Improve Financial Sustainability							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year	M	Maintain	100%	90.5%	90.5%	0.0%	90.5%

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