

New Jersey Motor Vehicle Commission Performance Indicators - June 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%	85.1%	82.4%	-3.2%	83.2%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.3	4.8	-8.7%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.4	8.2	-1.3%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	14	12	-14.3%	10
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	40	42	5.0%	19
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	3
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	6.8	6.9	1.0%	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%	5%	0%	-94.3%	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	88.2%	107.0%	21.3%	92%

Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	M	Increase	100%	-	-	-	-
Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	M	Increase	100%	80.0%	40.0%	-50.0%	47.7%
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%	92.8%	92.6%	-0.2%	77.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	7.2%	7.4%	2.8%	23.0%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	28.1%	25.7%	-8.7%	26.5%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	30.2%	31.4%	4.1%	31.8%
Percent of registration renewals conducted through mail	M	Increase	> 37%	39.8%	41.0%	3.1%	39.9%

Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$1,110,585	\$1,110,585	0.0%	\$ -
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	40.0%	37.0%	-7.4%	38.0%

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