# New Jersey Motor Vehicle Commission

## Performance Indicators - August 2015 Reporting

### Improve Driver and Vehicle Safety

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>82.5%</td>
<td>80.2%</td>
<td>-2.8%</td>
<td>83.0%</td>
</tr>
<tr>
<td></td>
<td>M Increase</td>
<td>5/day</td>
<td>5.1</td>
<td>5.1</td>
<td>0.4%</td>
<td>4.9</td>
</tr>
<tr>
<td>M</td>
<td>Decrease</td>
<td>8 minutes</td>
<td>10.0</td>
<td>12.1</td>
<td>21.0%</td>
<td>9</td>
</tr>
</tbody>
</table>

#### Average number of bus safety inspections per person per day
- **Increase 5/day**
- Average: 5.1
- Prior: 5.1
- Current: 4.9

#### Wait time for an emissions inspection at an MVC inspection lane
- **Decrease 8 minutes**
- Average: 10.0
- Prior: 12.1
- Current: 9

### Service Delivery Levels - Driver Testing

**To receive a scheduled road test for a class D drivers license (calendar days)**
- **Decrease < 20 days**
- Average: 14
- Prior: 12
- Current: 9

**To receive a scheduled road test for a CDL drivers license (calendar days)**
- **Decrease < 30 days**
- Average: 73
- Prior: 63
- Current: 22

**To receive a scheduled road test for a motorcycle drivers license (calendar days)**
- **Decrease < 15 days**
- Average: 1
- Prior: 1
- Current: 2

### Service Delivery Levels - Correspondence Response Times

**To speak with a representative for general information**
- **Decrease 1 minute**
- Average: 6.1
- Prior: 1.5
- Current: 0.0

**To receive a response from an email (business days)**
- **Maintain 1 day**
- Average: 1
- Prior: 1
- Current: 0

**To receive a response from a letter (business days)**
- **Maintain 10 days**
- Average: 10
- Prior: 10
- Current: 0

### 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**
  - Average: -
  - Prior: -
  - Current: -

### Service Delivery Levels - License Renewals

**Percent of qualifying mail-in license renewals processed at agency offices**
- **Decrease < 65%**
- Average: 93.7
- Prior: 94.4
- Current: 80.5

**Percent of qualifying mail-in license renewals processed through the mail**
- **Increase > 35%**
- Average: 6.3
- Prior: 5.6
- Current: -12.2

### Service Delivery Levels - Vehicle Registration Renewal

**Percent of registration renewals conducted online**
- **Increase > 40%**
- Average: 26.4
- Prior: 28.4
- Current: 26.4

**Percent of registration renewals conducted at local agency offices**
- **Decrease < 20%**
- Average: 33.8
- Prior: 33.5
- Current: -1.0

**Percent of registration renewals conducted through mail**
- **Increase > 37%**
- Average: 37.9
- Prior: 36.2
- Current: -4.5

### Improve Customer Identification and Document Security

**Percent of suspected facial image fraud forwarded for action within the month of discovery**
- **Increase 100%**
- Average: -
- Prior: -
- Current: -

**Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)**
- **Increase 100%**
- Average: 40.0
- Prior: 60.0
- Current: 50.0

### Improve Financial Sustainability

**Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**
- **Increase $1MM**
- Average: $1,110,585

**Percent of manually processed data inquiries that are paid for by the MVC**
- **Decrease 10%**
- Average: 38.4
- Prior: 40.8
- Current: 6.1

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*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.**