### MVC - Key Performance Indicators

**New Jersey Motor Vehicle Commission**  
**Performance Indicators - October 2016 Reporting**

<table>
<thead>
<tr>
<th>Improve Driver and Vehicle Safety</th>
<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>Percent of participants who pass the motorcycle certified rider safety course.*</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>85.5%</td>
<td>85.1%</td>
<td>-0.4%</td>
<td>80.6%</td>
</tr>
<tr>
<td>Average number of bus safety inspections per person per day</td>
<td>M</td>
<td>Increase</td>
<td>5/day</td>
<td>8.9</td>
<td>8.0</td>
<td>-10.3%</td>
<td>6.0</td>
</tr>
<tr>
<td>Wait time for an emissions inspection at an MVC inspection lane</td>
<td>M</td>
<td>Decrease</td>
<td>8 minutes</td>
<td>7.1</td>
<td>7.3</td>
<td>2.8%</td>
<td>10</td>
</tr>
</tbody>
</table>

**Service Delivery Levels - Driver Testing**

- To receive a scheduled road test for a **class D** drivers license (calendar days)  
  - M | Decrease | < 20 days | 10 | 12 | 20.0% | 17 |
- To receive a scheduled road test for a **CDL** drivers license (calendar days)  
  - M | Decrease | < 45 days | 60 | 58 | -3.3% | 59 |
- To receive a scheduled road test for a **motorcycle** drivers license (calendar days)*  
  - M | Decrease | < 15 days | 1 | 1 | 0.0% | 2 |

**Service Delivery Levels - Correspondence Response Times**

- To speak with a representative for **general** information  
  - M | Decrease | 1 minute | 12.6 | 8.0 | -36.6% | 8 |
- 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 |

<table>
<thead>
<tr>
<th>Improve Customer Identification and Document Security</th>
<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>Percent of suspected facial image fraud forwarded for action within the month of discovery</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>100.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month)</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>80.0%</td>
<td>100.0%</td>
<td>25.0%</td>
<td>81.7%</td>
</tr>
</tbody>
</table>

**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% | 54.7% | 61.2% | 11.9% | 83.5% |
- Percent of qualifying mail-in license renewals processed through the mail  
  - M | Increase | > 35% | 45.3% | 38.8% | -14.4% | 16.5% |

**Service Delivery Levels - Vehicle Registration Renewal**

- Percent of registration renewals conducted online  
  - M | Increase | > 40% | 29.3% | 31.3% | 6.9% | 28.6% |
- Percent of registration renewals conducted at local agency offices  
  - M | Decrease | < 20% | 31.6% | 32.0% | 1.3% | 31.4% |
- Percent of registration renewals conducted through mail  
  - M | Increase | > 37% | 37.3% | 34.8% | -6.8% | 38.2% |

**Improve Financial Sustainability**

- Percent of manually processed data inquiries that are paid for by the MVC  
  - M | Decrease | 10% | 46.2% | 42.7% | -7.5% | 44.8% |

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