New Jersey Motor Vehicle Commission **Performance Indicators - September 2016 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%	81.2%	85.5%	5.3%	81.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	8.3	8.9	7.8%	5.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.9	7.1	-34.7%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a **class D** drivers license (calendar days)	M	Decrease	< 20 days	15	10	-33.3%	17
To receive a scheduled road test for a **CDL** drivers license (calendar days)	M	Decrease	< 45 days	57	60	5.3%	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	11.1	12.6	13.7%	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
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	1.3%	1.6%	17.3%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	85.2%	76.7%	-9.9%	90%
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%	60.0%	80.0%	33.3%	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	15 minutes	-	-	-	
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	63.6%	54.7%	-14.0%	86.1%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	36.4%	45.3%	24.4%	13.9%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	29.0%	29.3%	1.0%	28.3%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.1%	31.6%	-4.7%	31.5%
Percent of registration renewals conducted through mail	M	Increase	> 37%	35.8%	37.3%	4.2%	38.5%
Improve Financial Sustainability							
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	46.2%	35.9%	-22.4%	45.3%

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