New Jersey Motor Vehicle Commission Performance Indicators - August 2020 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%	94.0%	93.6%	**-0.4%**	**92.7%**
Average number of bus safety inspections per person per day	M	Increase	5/day	n/a	6.0	**n/a**	**4.9**
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	n/a	5.2	**n/a**	**8**
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a **class D** drivers license (calendar days)	M	Decrease	< 20 days	9	8	**-11.1%**	**17**
To receive a scheduled road test for a **CDL** drivers license (calendar days)	M	Decrease	< 30 days	8	7	**-12.5%**	**24**
To receive a scheduled road test for a **motorcycle** drivers license (calendar days)	M	Decrease	< 15 days	3	3	**0.0%**	**6**
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for **general** information	M	Decrease	1 minute	93.6	96.4	**3.0%**	**33**
To provide a response from an **email** (business days)	M	Maintain	1 day	1	0.9	**-20.7%**	**1**
To provide a response from a **letter** (business days)	M	Maintain	10 days	18	11.50	**-36.1%**	**14**
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	12.0%	9%	**-28.1%**	**3%**
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	47.4%	94.6%	**99.4%**	**82%**
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%	50.0%	100.0%	**100.0%**	**222.2%**
Service Delivery Levels - Field Agency Wait Time							
Average customer wait time to be served at a field agency (Data not yet available)	M	Decrease	n/a	-	-	**-**	
Percent of operating time mobile units are deployed***	M	Increase	> 85%	30.4%	9.5%	**-68.7%**	**8.9%**
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	63.4%	54.9%	**-13.5%**	**66.4%**
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	36.6%	45.1%	**23.5%**	**33.6%**
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	46.0%	54.7%	**19.0%**	**36.8%**
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	8.9%	8.8%	**-1.4%**	**26.7%**
Percent of registration renewals conducted through mail	M	Increase	> 42%	45.1%	36.5%	**-19.1%**	**36.5%**
Improve Financial Sustainability							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year**	A	Maintain	100%	100.0%	n/a	**n/a**	**100.0%**

n/a = not applicable at this time

* Motorcycle rider safety training services do not operate during the months of January, February and March.

**Grant data is updated annually every June for current period. Prior period performance is as of June 2020 data.

***Mobile Units have 9 month deployment schedules to avoid/allow for winter weather conditions.