

MVC - Key Performance Indicators

Revised 9/6/2016

New Jersey Motor Vehicle Commission Performance Indicators - June 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%	85.2%	84.7%	-0.6%	82.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	4.9	1.5%	5.1
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	11.1	10.2	-8.2%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	25	15	-40.0%	17
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	70	60	-14.3%	59
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	5	14	180.0%	2
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	6.7	10.8	61.8%	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%	0%	3%	n/a	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	93.5%	91.4%	-2.3%	92%
Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	M	Increase	100%	100.0%	100.0%	0.0%	100.0%
Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)	M	Increase	100%	80.0%	100.0%	25.0%	81.5%
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%	91.1%	86.6%	-4.9%	92.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	8.9%	13.4%	50.3%	7.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	27.7%	28.9%	4.3%	27.6%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.0%	30.0%	-6.3%	31.7%
Percent of registration renewals conducted through mail	M	Increase	> 37%	38.4%	39.3%	2.3%	38.9%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$1,166,451	\$1,166,451	0.0%	\$ 1,166,451
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	46.5%	37.4%	-19.5%	43.1%

* 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