

MVC - Key Performance Indicators

Revised 9/12/2019

New Jersey Motor Vehicle Commission							
Performance Indicators - June 2019 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%	95.3%	95.7%	0.4%	82.2%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	4.8	-2.9%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.4	9.7	3.2%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	30	20	-33.3%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	23	27	17.4%	31
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 10 days	6	7	16.7%	7
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	8.4	6.2	-25.7%	7
To receive a response from an email (business days)	M	Maintain	1 day	1	1	-11.0%	1
To receive a response from a letter (business days)	M	Maintain	10 days	13	19	43.2%	14
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0.0%	0.0%	-	0%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	89.4%	96.0%	7.4%	91%
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%	250.0%	125.0%	-50.0%	164.6%
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%	3.8%	0.0%	n/a	40.5%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	64.7%	67.4%	4.1%	67.8%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	35.3%	32.6%	-7.5%	32.2%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.1%	33.5%	7.8%	31.8%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.3%	34.1%	2.4%	32.6%
Percent of registration renewals conducted through mail	M	Increase	> 42%	35.6%	32.4%	-9.1%	35.6%
Improve Financial Sustainability							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year**	A	Maintain	100%	90.5%	100.0%	10.5%	100.0%

n/a = not applicable at this time

* Motorcycle training and testing services do not operate during the months of January and February.

**Grant data is updated annually every June for current period. Prior period performance is as of June 2018 data.

***Mobile Units have 10 month deployment schedules to avoid/allow for winter weather conditions.