

MVC - Key Performance Indicators

Revised 1/25/2017

New Jersey Motor Vehicle Commission Performance Indicators - July 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%	84.7%	75.2%	-11.2%	80.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	8.5	74.7%	5.3
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.2	11.3	11.0%	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	11	-26.7%	17
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	60	57	-5.0%	60
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	14	2	-85.7%	2
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	10.8	13.1	21.2%	7
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%	2.5%	2.8%	9.6%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	91.4%	94.1%	3.0%	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%	100.0%	40.0%	-60.0%	85.0%
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%	86.6%	77.1%	-11.0%	91.1%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	13.4%	22.9%	71.1%	8.9%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	28.9%	28.4%	-1.5%	28.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	30.0%	30.6%	2.0%	31.5%
Percent of registration renewals conducted through mail	M	Increase	> 37%	39.3%	39.2%	-0.1%	38.8%
Improve Financial Sustainability							
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	37.4%	46.2%	23.4%	44.2%

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