

MVC - Key Performance Indicators

Revised 1/25/2017

New Jersey Motor Vehicle Commission Performance Indicators - November 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%	85.1%	80.8%	-5.1%	81.4%
Average number of bus safety inspections per person per day	M	Increase	5/day	8.0	9.2	14.8%	6.4
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	7.3	6.2	-15.9%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	12	12	0.0%	18
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	58	62	6.9%	61
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	3
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	8.0	9.1	13.3%	9
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%	0.0%	1.6%	1.6%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	91.1%	94.1%	3.3%	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%	100.0%	100.0%	0.0%	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%	61.2%	67.3%	9.9%	81.3%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	38.8%	32.7%	-15.6%	18.7%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	31.3%	29.9%	-4.6%	28.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.0%	30.4%	-4.9%	31.3%
Percent of registration renewals conducted through mail	M	Increase	> 37%	34.8%	37.9%	8.8%	38.1%
Improve Financial Sustainability							
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	46.2%	40.1%	-13.1%	45.0%

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