

MVC - Key Performance Indicators

Revised 9/21/2017

New Jersey Motor Vehicle Commission Performance Indicators - March 2017 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%	-	82.5%	-	84.7%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	4.7	-3.7%	6.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.2	8.9	-4.0%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	9	11	22.2%	14
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	49	52	6.1%	59
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	2	2	0.0%	3
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	10.1	9.8	-3.5%	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%	2.4%	6.3%	161.8%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	95.5%	77.7%	-18.6%	89%
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%	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	n/a	-	-	-	
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	67.8%	66.1%	-2.5%	73.1%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	32.2%	33.9%	5.2%	26.9%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	29.8%	29.3%	-1.7%	29.4%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	31.7%	31.0%	-2.2%	31.0%
Percent of registration renewals conducted through mail	M	Increase	> 42%	37.2%	38.3%	3.0%	37.8%
Improve Financial Sustainability							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year	M	Maintain	100%	98.8%	98.8%	0.0%	98.8%

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