

MVC - Key Performance Indicators

Revised 1/10/2018

New Jersey Motor Vehicle Commission Performance Indicators - April 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%	90.3%	9.4%	85.2%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.7	5.2	11.6%	6.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.9	10.3	16.3%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	11	10	-9.1%	13
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	52	50	-3.8%	57
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	9.8	6.7	-30.9%	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%	6.3%	5.4%	-14.4%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	77.7%	98.1%	26.3%	90%
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%	86.7%
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%	66.1%	66.3%	0.3%	71.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	33.9%	33.7%	-0.5%	29.0%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	29.3%	29.8%	1.7%	29.6%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	31.0%	29.1%	-6.2%	30.7%
Percent of registration renewals conducted through mail	M	Increase	> 42%	38.3%	39.8%	4.1%	37.9%
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.