

MVC - Key Performance Indicators

Revised 1/9/2018

New Jersey Motor Vehicle Commission Performance Indicators - May 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%	90.3%	85.3%	-5.6%	85.2%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.2	5.0	-4.8%	6.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.3	9.1	-11.2%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	10	10	0.0%	12
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	50	50	0.0%	55
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	6.7	9.8	46.0%	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%	5.4%	1.3%	-76.4%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	98.1%	93.3%	-4.9%	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%	66.3%	64.3%	-2.9%	68.7%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	33.7%	35.7%	5.7%	31.3%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	29.8%	29.0%	-2.6%	29.6%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	29.1%	31.3%	7.7%	30.9%
Percent of registration renewals conducted through mail	M	Increase	> 42%	39.8%	37.7%	-5.3%	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.