

MVC - Key Performance Indicators

Revised 1/17/2018

<b>New Jersey Motor Vehicle Commission Performance Indicators - September 2017 Reporting</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Period</b>	<b>Current Period</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Driver and Vehicle Safety</b>							
Percent of participants who pass the motorcycle certified rider safety course.*	M	Increase	100%	83.8%	90.2%	7.6%	86.8%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	4.6	-6.1%	5.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.1	7.8	-3.7%	8
<b>Service Delivery Levels - Driver Testing</b>							
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	M	Decrease	< 20 days	20	20	0.0%	13
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	49	48	-2.0%	52
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 10 days	10	8	-20.0%	4
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	5 minute	6.4	6.3	-1.3%	8
To receive a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	0.0%	1
To receive a response from a <b>letter</b> (business days)	M	Maintain	10 days	10	10	0.0%	10
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	1.4%	5.7%	304.8%	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	93.4%	91.6%	-1.9%	91%
<b>Improve Customer Identification and Document Security</b>							
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%	40.0%	60.0%	50.0%	85.0%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	n/a	-	-	-	
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	67.6%	73.0%	8.0%	66.8%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	32.4%	27.0%	-16.7%	33.2%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	29.9%	32.4%	8.3%	30.3%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.1%	31.7%	-1.2%	30.6%
Percent of registration renewals conducted through mail	M	Increase	> 42%	36.0%	34.2%	-5.1%	37.4%
<b>Improve Financial Sustainability</b>							
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.