

MVC - Key Performance Indicators

Revised 1/17/2018

New Jersey Motor Vehicle Commission Performance Indicators - November 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%	-	-	-	87.7%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	4.9	0.4%	5.2
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	6.9	7.3	6.7%	8
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	19	21	10.5%	15
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	48	47	-2.1%	50
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	8	7	-12.5%	5
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	4.0	7.7	90.9%	8
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%	0.3%	0.0%	-100.0%	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	96.6%	96.4%	-0.2%	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%	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%	77.6%	76.3%	-1.7%	68.9%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	22.4%	23.7%	6.0%	31.1%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.2%	34.5%	10.7%	30.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	30.3%	34.8%	15.1%	30.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	36.9%	28.9%	-21.5%	36.9%
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.