

MVC - Key Performance Indicators

Revised 5/3/2018

<b>New Jersey Motor Vehicle Commission Performance Indicators - February 2018 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%	-	-	-	85.4%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.4	4.5	2.3%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.6	9.8	13.9%	9
<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	24	25	4.2%	18
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	42	43	2.4%	48
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 10 days	6	10	66.7%	6
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	5 minute	6.5	6.8	4.9%	7
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%	2.8%	2.1%	-	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	91.7%	87.5%	-4.6%	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%	99.9%	-0.1%	100.0%
Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month)	M	Increase	100%	60.0%	100.0%	66.7%	81.7%
<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	-	-	-	
Percent of operating time mobile units are deployed		Increase	> 85%	94.0%	87.0%	-7.5%	90.5%
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	81.3%	76.4%	-6.0%	71.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	18.7%	23.6%	26.1%	28.5%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	29.3%	31.5%	7.6%	31.2%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	26.8%	28.8%	7.5%	30.7%
Percent of registration renewals conducted through mail	M	Increase	> 42%	42.2%	38.1%	-9.6%	36.5%
<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%	90.5%	0.0%	90.5%

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