

MVC - Key Performance Indicators

Revised 5/3/2018

New Jersey Motor Vehicle Commission Performance Indicators - March 2018 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%	-	-	-	85.9%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.5	4.5	0.9%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.8	11.5	17.1%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	25	23	-8.0%	19
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	43	42	-2.3%	47
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	10	10	0.0%	7
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	6.8	8.5	24.9%	7
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%	2.1%	2.4%	-	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	87.5%	88.9%	1.6%	92%
Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	M	Increase	100%	99.9%	100.0%	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%	100.0%	100.0%	0.0%	81.7%
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	-	-	-	-
Percent of operating time mobile units are deployed		Increase	> 85%	87.0%	55.6%	-36.1%	78.9%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	76.4%	77.8%	1.8%	72.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	23.6%	22.2%	-5.7%	27.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.5%	31.2%	-0.8%	31.4%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	28.8%	32.9%	14.3%	30.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	38.1%	34.3%	-10.1%	36.1%
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%	90.5%	0.0%	90.5%

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