

MVC - Key Performance Indicators

Revised 4/2/2019

<b>New Jersey Motor Vehicle Commission Performance Indicators - July 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%	74.1%	75.6%	2.0%	80.9%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.7	4.6	-3.2%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.8	13.8	27.1%	10
<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	21	19	-9.5%	22
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	42	39	-7.1%	44
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 10 days	10	10	0.0%	9
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	5 minute	7.4	5.4	-26.9%	6
To receive a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	20.9%	1
To receive a response from a <b>letter</b> (business days)	M	Maintain	10 days	12	20	61.6%	12
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	8.9%	2.3%	-	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	89.4%	94.0%	5.1%	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%	200.0%	50.0%	-75.0%	90.8%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
Average customer wait time to be served at a field agency (Data not yet available)	M	Decrease	n/a	-	-	-	-
Percent of operating time mobile units are deployed***	M	Increase	> 85%	52.4%	80.0%	52.7%	71.8%
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	76.3%	70.9%	-7.1%	76.2%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	23.7%	29.1%	22.8%	23.8%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	32.9%	31.5%	-4.1%	31.9%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	35.4%	32.8%	-7.3%	31.6%
Percent of registration renewals conducted through mail	M	Increase	> 42%	31.7%	35.7%	12.7%	35.1%
<b>Improve Financial Sustainability</b>							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year**	A	Maintain	100%	90.5%	n/a	n/a	90.5%

n/a = not applicable at this time

\* Motorcycle training and testing services do not operate during the months of January and February.

\*\* Grant data is updated annually every June for current period. Prior period performance is as of June 2018 data.

\*\*\* Mobile Units have 10 month deployment schedules to avoid/allow for winter weather conditions.