

MVC - Key Performance Indicators

Revised 4/2/2019

<b>New Jersey Motor Vehicle Commission Performance Indicators - August 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%	75.6%	70.9%	-6.2%	79.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.6	4.5	-1.1%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	13.8	13.9	1.2%	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	19	19	0.0%	21
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	39	40	2.6%	43
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)*	M	Decrease	< 10 days	10	9	-10.0%	9
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	5 minute	5.4	8.2	52.2%	6
To receive a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	-3.0%	1
To receive a response from a <b>letter</b> (business days)	M	Maintain	10 days	20	12	-38.1%	12
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	2.3%	0.0%	-	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	94.0%	97.2%	3.4%	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%	50.0%	100.0%	100.0%	95.8%
<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%	80.0%	81.5%	1.9%	73.0%
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	70.9%	64.0%	-9.7%	75.9%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	29.1%	36.0%	23.7%	24.1%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	31.5%	28.8%	-8.6%	31.8%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.8%	32.4%	-1.3%	31.7%
Percent of registration renewals conducted through mail	M	Increase	> 42%	35.7%	38.8%	8.7%	35.3%
<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.