

MVC - Key Performance Indicators

Revised 4/2/2019

New Jersey Motor Vehicle Commission Performance Indicators - September 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%	70.9%	68.2%	-3.8%	77.4%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.5	4.0	-11.1%	4.6
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	13.9	9.5	-31.5%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	19	20	5.3%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	40	40	0.0%	43
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	9	10	11.1%	9
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	8.2	5.6	-32.5%	6
To receive a response from an email (business days)	M	Maintain	1 day	1	1	-14.7%	1
To receive a response from a letter (business days)	M	Maintain	10 days	12	11	-11.1%	13
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0.0%	0.0%	-	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	97.2%	92.2%	-5.1%	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%	150.0%	50.0%	103.3%
Service Delivery Levels - Field Agency Wait Time							
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%	81.5%	90.0%	10.5%	74.9%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	64.0%	67.9%	6.1%	75.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	36.0%	32.1%	-10.8%	24.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	28.8%	33.2%	15.3%	31.9%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.4%	33.6%	3.9%	31.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	38.8%	33.2%	-14.3%	35.2%
Improve Financial Sustainability							
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.