

MVC - Key Performance Indicators

Revised 4/2/2019

New Jersey Motor Vehicle Commission Performance Indicators - November 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%	76.2%	75.4%	-1.0%	77.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	5.0	5.2%	4.6
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	7.5	6.4	-14.5%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	21	20	-4.8%	22
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	40	37	-7.5%	41
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	11	5	-54.5%	9
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	5.7	7.7	34.9%	6
To receive a response from an email (business days)	M	Maintain	1 day	1	1	-0.4%	1
To receive a response from a letter (business days)	M	Maintain	10 days	17	14	-16.4%	13
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0.3%	0.0%	-	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	84.8%	84.0%	-1.0%	89%
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%	225.0%	200.0%	-11.1%	122.1%
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%	84.6%	65.2%	-22.9%	74.9%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	67.2%	68.6%	2.0%	74.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	32.8%	31.4%	-4.1%	26.0%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	30.8%	31.1%	0.8%	31.5%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.0%	31.9%	-3.4%	31.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	36.2%	37.0%	2.3%	35.8%
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.