

MVC - Key Performance Indicators

Revised 4/2/2019

New Jersey Motor Vehicle Commission Performance Indicators - January 2019 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%	74.0%	n/a	n/a	76.3%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.5	4.8	8.5%	4.6
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.1	8.6	6.3%	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	35	20	-42.9%	38
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 10 days	5	4	-20.0%	9
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	2.7	7.4	174.5%	6
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%	12
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%	93.3%	89.3%	-4.3%	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%	150.0%	75.0%	-50.0%	129.2%
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%	n/a	n/a	n/a	73.0%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	74.3%	70.2%	-5.6%	72.4%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	25.7%	29.8%	16.2%	27.6%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	34.1%	29.9%	-12.5%	31.5%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	35.2%	28.3%	-19.7%	32.1%
Percent of registration renewals conducted through mail	M	Increase	> 42%	30.7%	41.8%	36.0%	35.9%
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%	90.5%	0.0%	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.