

MVC - Key Performance Indicators

Revised 9/12/2019

New Jersey Motor Vehicle Commission Performance Indicators - March 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%	n/a	96.7%	n/a	77.3%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.0	4.9	-1.0%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.4	8.7	-7.8%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	18	18	0.0%	20
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	25	24	-4.0%	35
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 10 days	4	4	0.0%	8
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	8.4	9.8	17.6%	7
To receive a response from an email (business days)	M	Maintain	1 day	1	1	9.9%	1
To receive a response from a letter (business days)	M	Maintain	10 days	13	14	7.6%	13
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0.0%	0.0%	-	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	86.4%	95.2%	10.2%	90%
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%	300.0%	225.0%	-25.0%	147.9%
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	0.0%	n/a	65.3%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	68.4%	65.6%	-4.1%	70.8%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	31.6%	34.4%	8.8%	29.2%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	32.2%	32.6%	1.0%	31.6%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	30.6%	33.5%	9.8%	32.2%
Percent of registration renewals conducted through mail	M	Increase	> 42%	37.2%	33.9%	-8.9%	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%	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.