

MVC - Key Performance Indicators

Revised 9/12/2019

New Jersey Motor Vehicle Commission							
Performance Indicators - May 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%	94.1%	95.3%	1.3%	80.1%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.0	4.9	-2.4%	4.7
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.7	9.4	-12.3%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	22	30	36.4%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	27	23	-14.8%	33
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 10 days	5	6	20.0%	7
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	12.2	8.4	-31.6%	7
To receive a response from an email (business days)	M	Maintain	1 day	1	1	-18.3%	1
To receive a response from a letter (business days)	M	Maintain	10 days	14	13	-6.2%	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%	93.6%	89.4%	-4.5%	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%	125.0%	250.0%	100.0%	162.5%
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%	0.0%	3.8%	n/a	45.8%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	64.1%	64.7%	0.9%	68.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	35.9%	35.3%	-1.6%	31.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.7%	31.1%	-2.0%	31.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.0%	33.3%	1.1%	32.6%
Percent of registration renewals conducted through mail	M	Increase	> 42%	35.3%	35.6%	0.8%	35.6%
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.