

MVC - Key Performance Indicators

Revised 10/18/2019

<b>New Jersey Motor Vehicle Commission</b>							
<b>Performance Indicators - August 2019 Reporting</b>							
	Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
<b>Improve Driver and Vehicle Safety</b>							
Percent of participants who pass the motorcycle certified rider safety course.*	M	Increase	100%	89.9%	93.4%	3.8%	85.9%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.7	4.8	1.7%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.0	10.2	1.8%	9
<b>Service Delivery Levels - Driver Testing</b>							
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	M	Decrease	< 20 days	22	21	-4.5%	17
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	27	29	7.4%	30
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)	M	Decrease	< 10 days	7	7	0.0%	6
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	5 minute	9.6	9.6	0.0%	8
To provide a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	0.0%	1
To provide a response from a <b>letter</b> (business days)	M	Maintain	10 days	11	12	8.1%	13
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0.0%	0.0%	-	0%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	94.8%	92.1%	-2.9%	91%
<b>Improve Customer Identification and Document Security</b>							
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%	50.0%	100.0%	100.0%	164.6%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
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%	3.7%	0.0%	-3.7%	27.5%
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	67.3%	60.1%	-10.8%	67.2%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	32.7%	39.9%	22.2%	32.8%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	32.4%	29.9%	-7.8%	31.8%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.9%	33.6%	2.1%	32.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	34.7%	36.5%	5.3%	35.4%
<b>Improve Financial Sustainability</b>							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year**	A	Maintain	100%	100.0%	n/a	n/a	100.0%

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 2019 data.

\*\*\*Mobile Units have 10 month deployment schedules to avoid/allow for winter weather conditions.