

MVC - Key Performance Indicators

Revised 10/28/2019

New Jersey Motor Vehicle Commission Performance Indicators - September 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%	93.4%	96.8%	3.7%	88.8%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	5.1	6.5%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.2	9.5	-7.2%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	21	22	4.8%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	29	28	-3.4%	29
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 10 days	7	6	-14.3%	6
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	9.6	10.4	8.9%	8
To provide a response from an email (business days)	M	Maintain	1 day	1	1	0.0%	1
To provide a response from a letter (business days)	M	Maintain	10 days	12	14	18.3%	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%	92.1%	91.8%	-0.3%	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%	100.0%	350.0%	250.0%	187.5%
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%	0.0%	-	15.7%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	60.1%	66.0%	9.8%	67.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	39.9%	34.0%	-14.7%	33.0%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	29.9%	33.7%	12.7%	31.8%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.6%	32.8%	-2.3%	32.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	36.5%	33.5%	-8.3%	35.4%
Improve Financial Sustainability							
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.

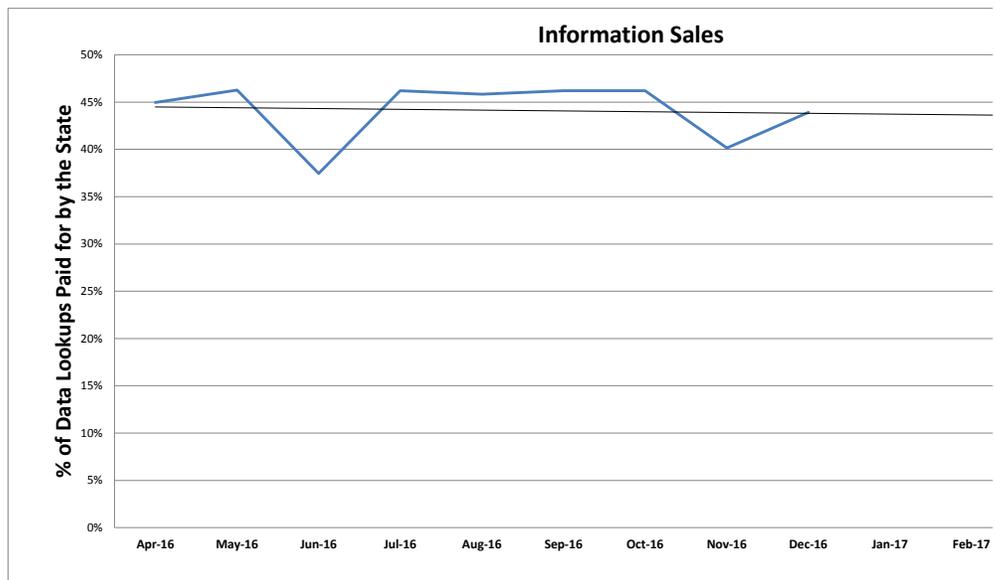
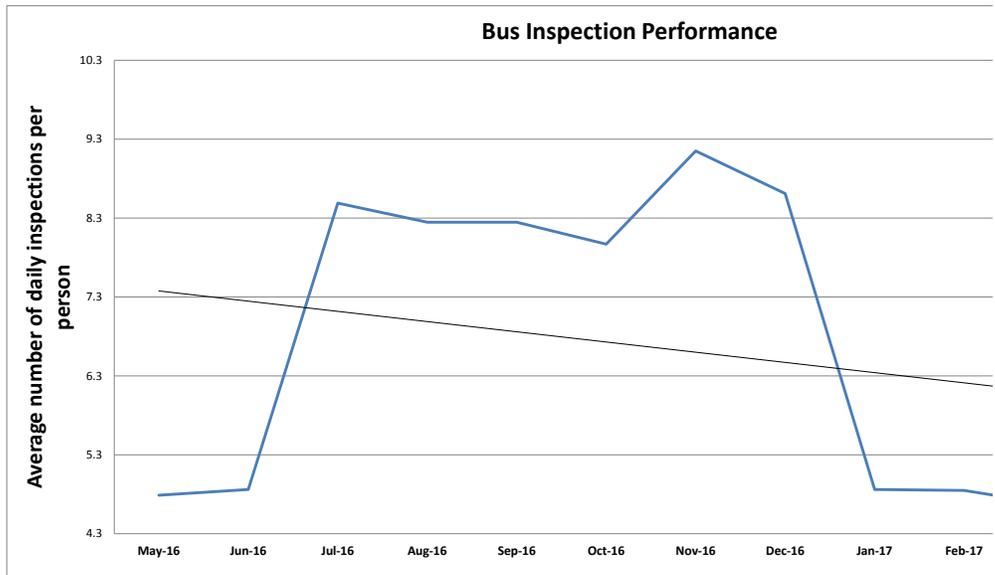
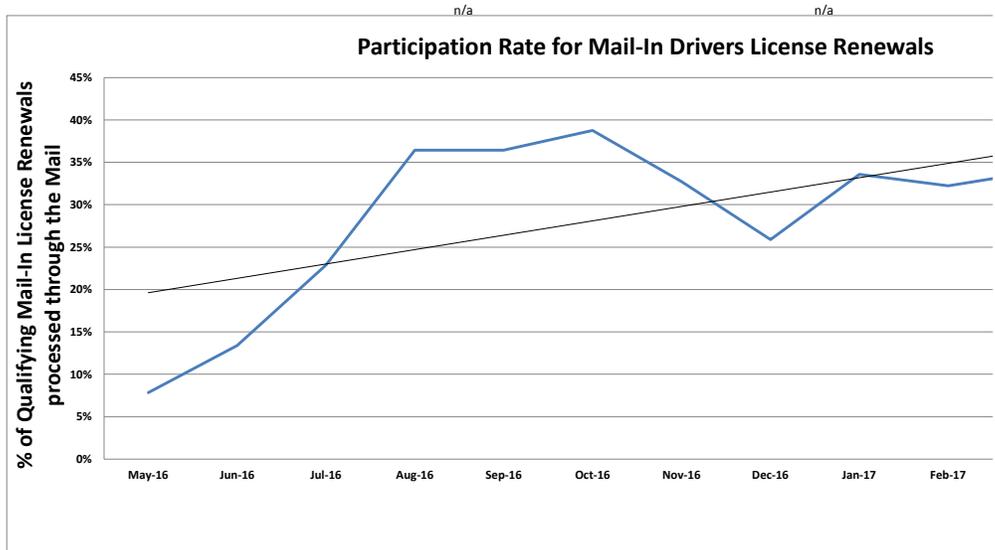
***Mobile Units have 10 month deployment schedules to avoid/allow for winter weather conditions.

MVC Performance Trends

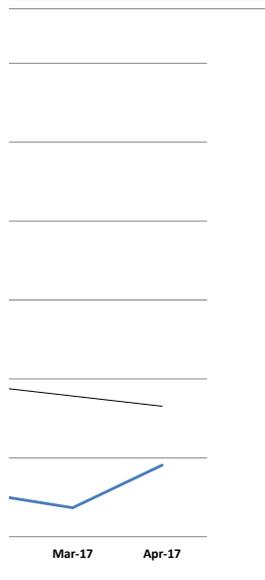
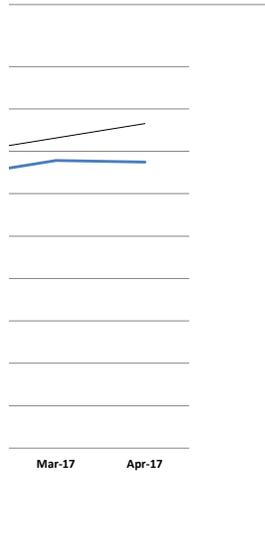
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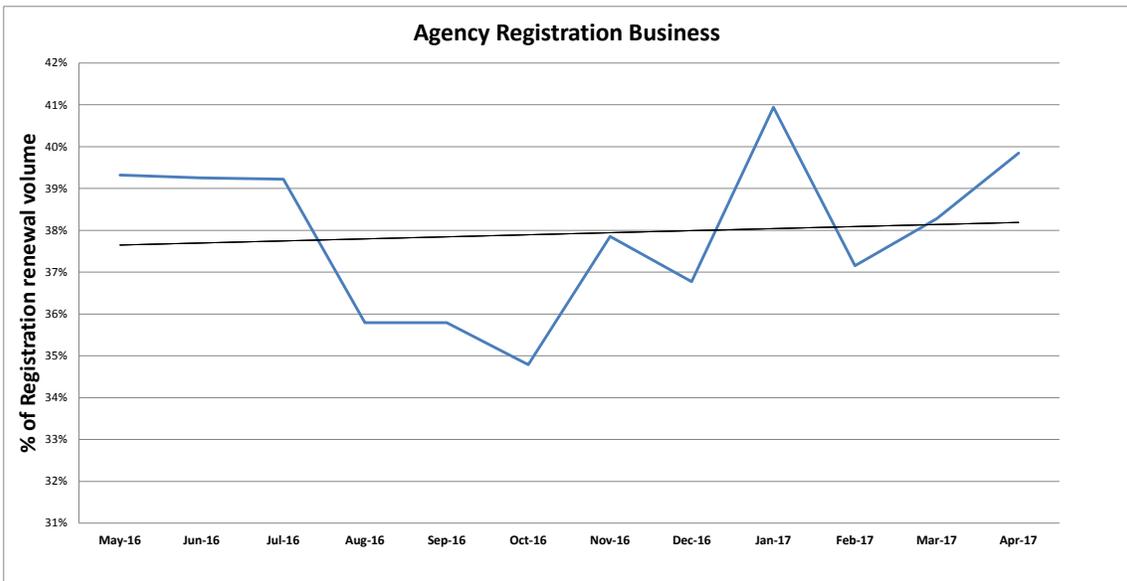
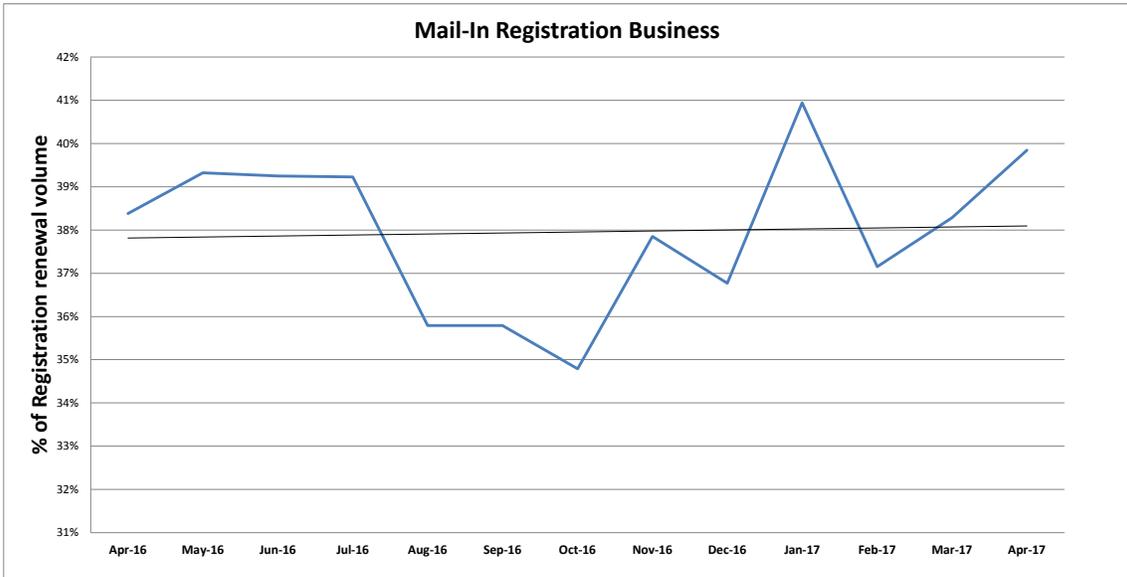
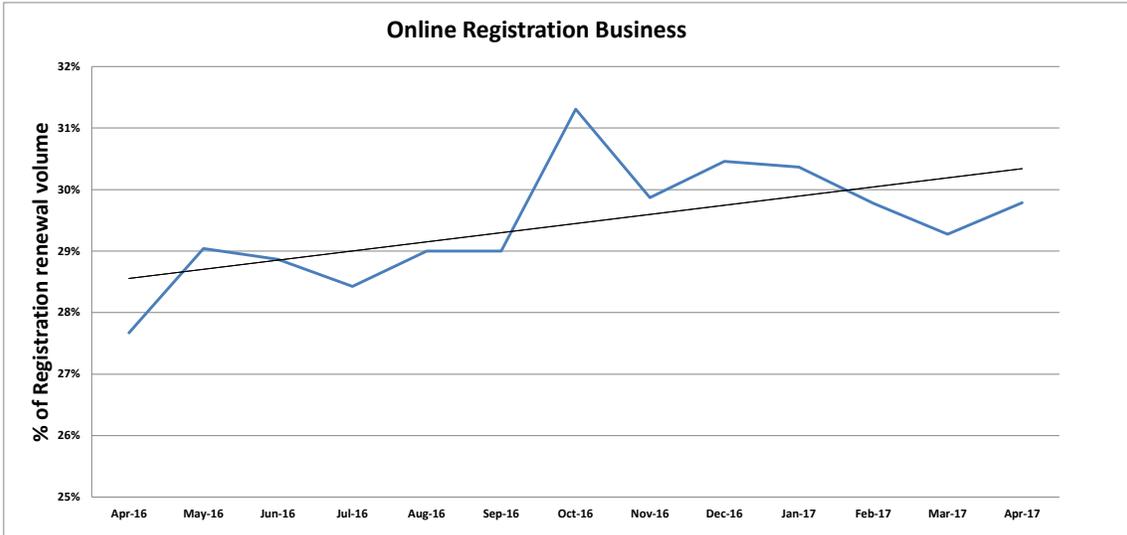
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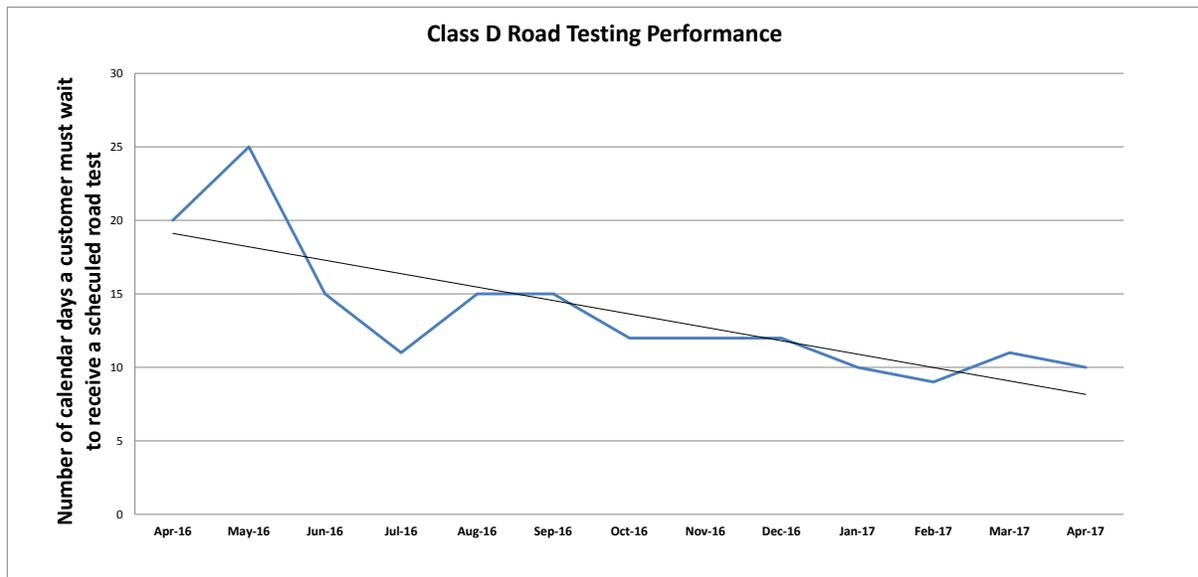
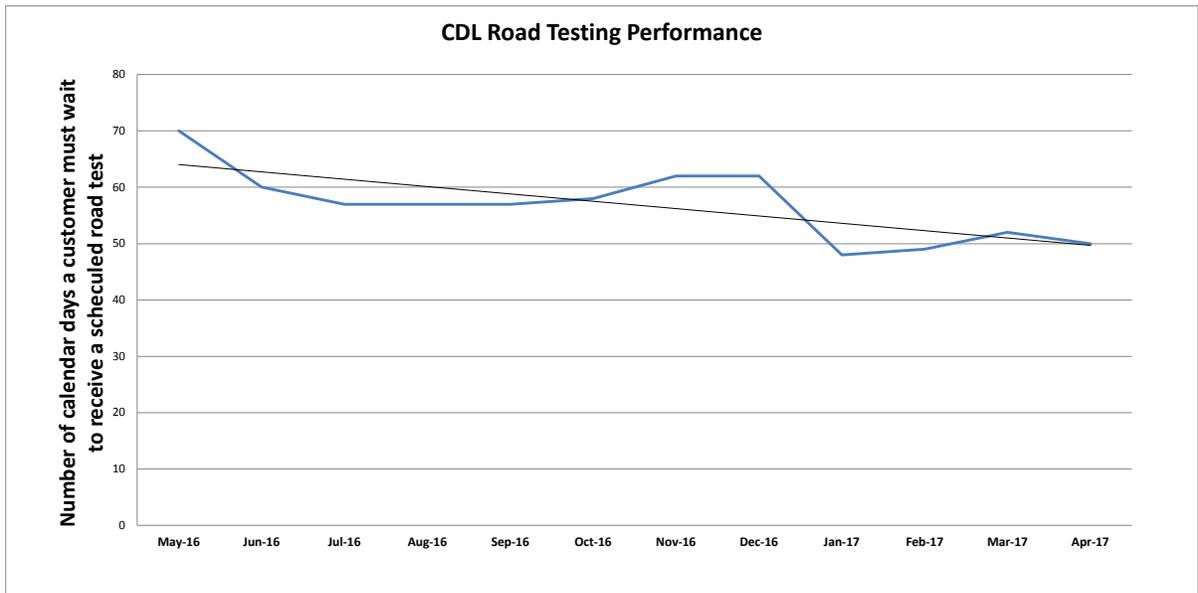
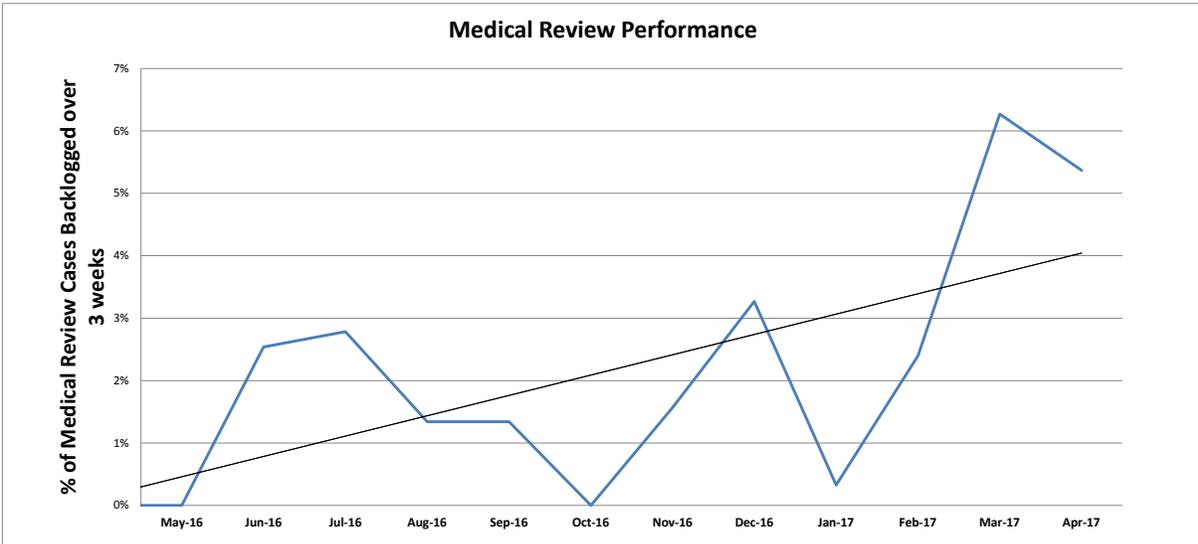
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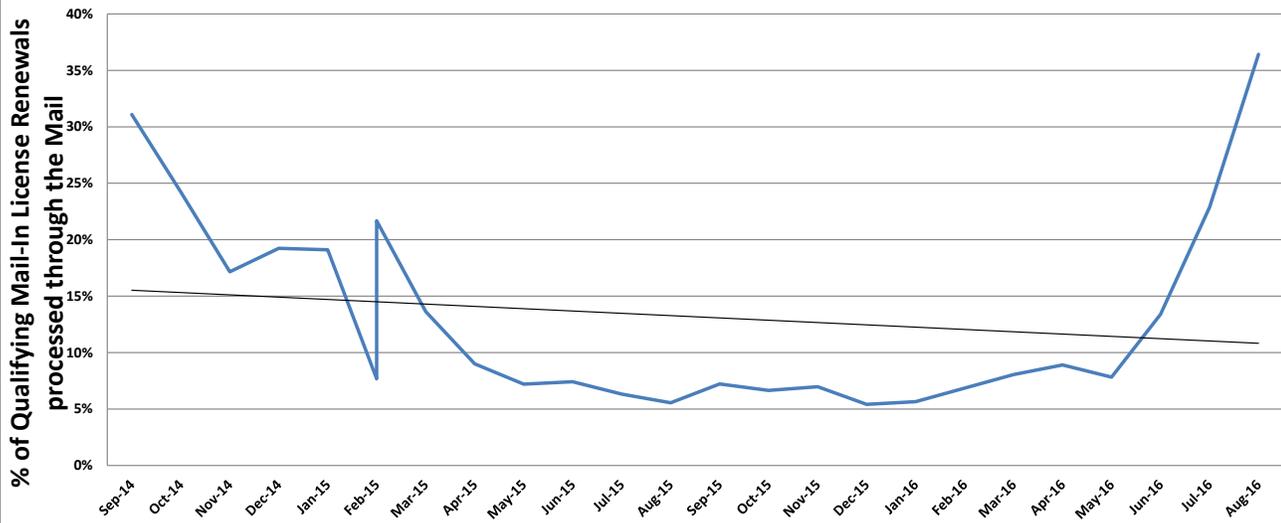
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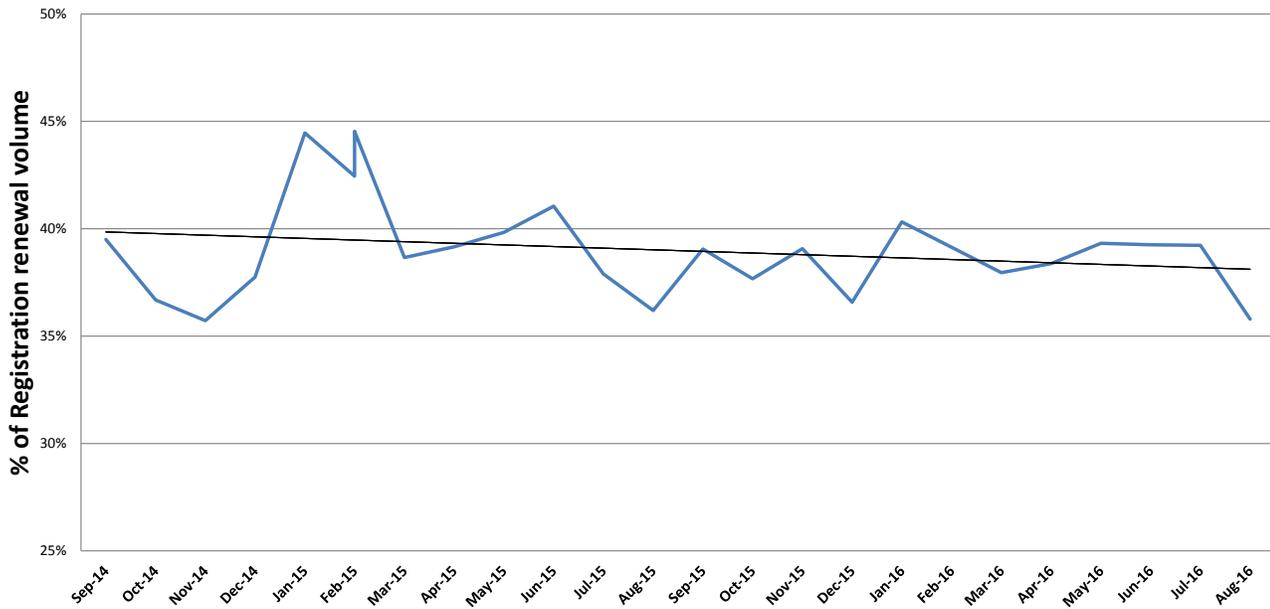
MVC Performance Trends

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Participation Rate for Mail-In Drivers License Renewals - 2 Year Trend

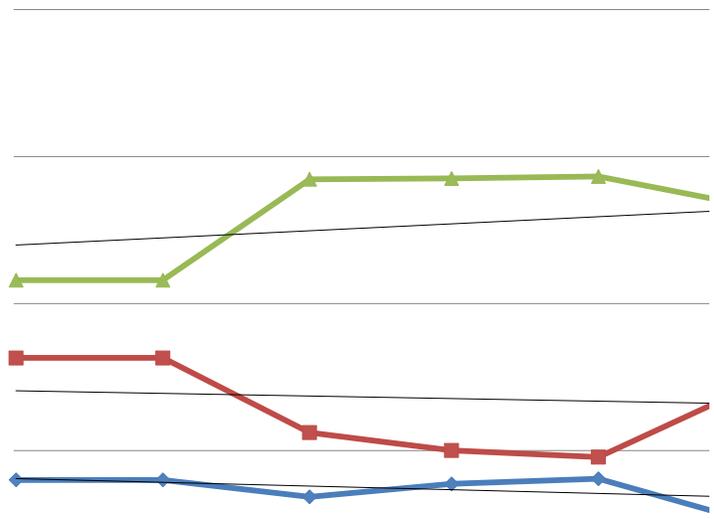


Agency Registration Business - 2 Year Trend



New		Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-15	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15	Aug-15	Jul-15	Jun-15
	Online	29%	29%	28%	29%	29%	28%	27%	27%	30%	28%	28%	28%	26%	28%	26%	26%
	Agency	33%	33%	31%	30%	30%	32%	33%	29%	28%	34%	31%	33%	33%	34%	34%	31%
	Mail	36%	36%	39%	39%	39%	38%	38%	42%	40%	37%	39%	38%	39%	36%	38%	41%

Custom Show!



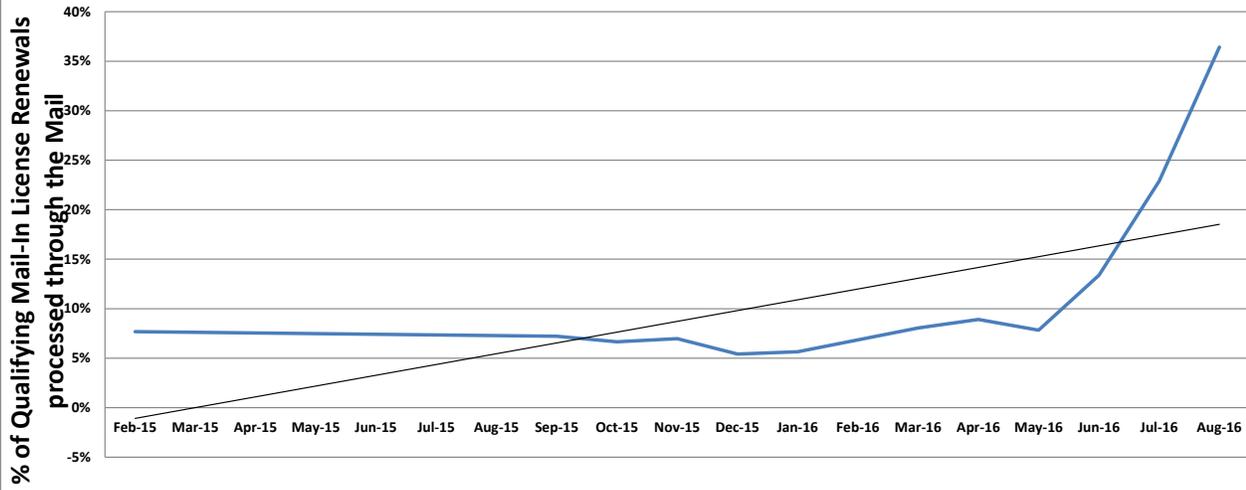
High Level Comment:

This graph show that customers are choosing to use the or The mail renewal option is the service delivery channel tha These trends represent customer choice.

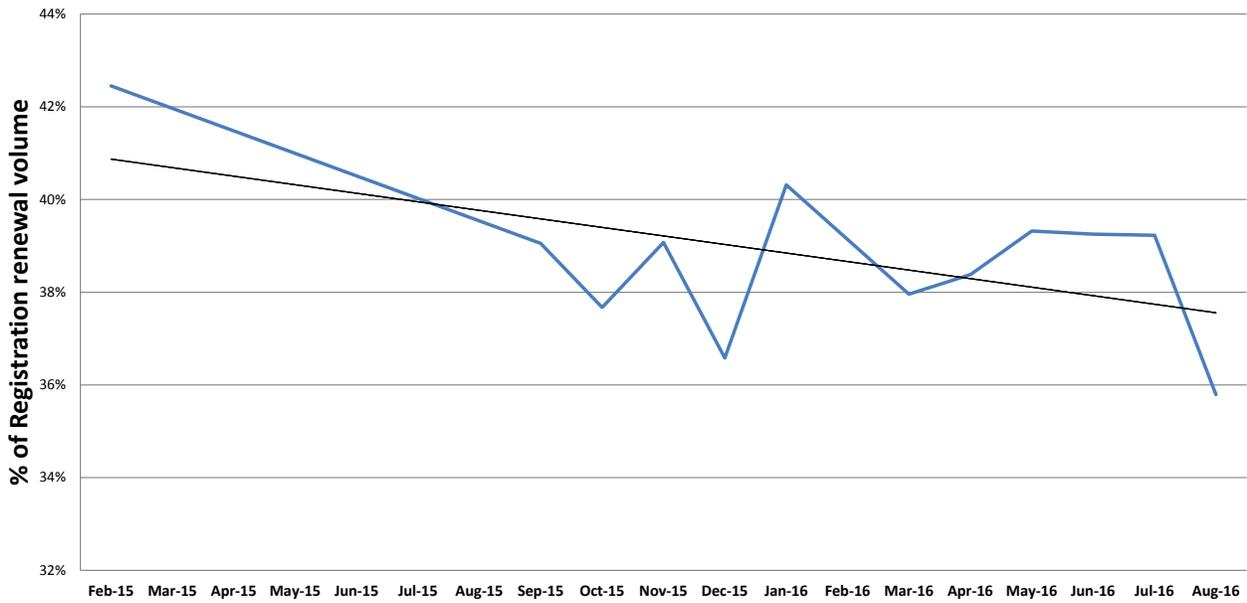
Our goal is to miniminize customer use of the high cost Age

Aug-16 Jul-16 Jun-16 May-16 Apr-16

Participation Rate for Mail-In Drivers License Renewals - 1 Year Trend

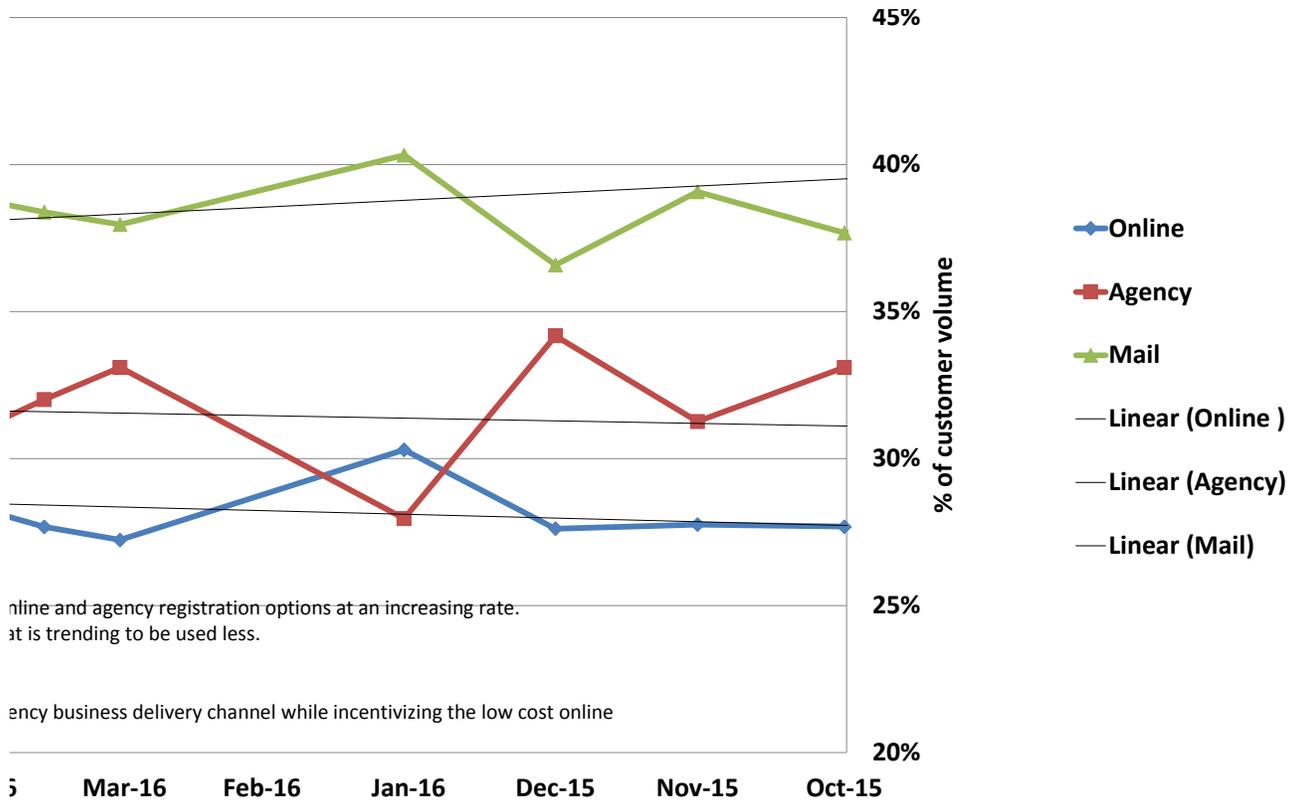


Agency Registration Business - 1 Year Trend



May-15	Apr-15	Mar-15	Feb-15	Jan-15	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13
28%	26%	26%	25%	28%	26%	28%	27%	26%	26%	24%	27%	25%	25%	24%	32%	32%	26%	26%
30%	33%	34%	29%	26%	34%	34%	34%	32%	32%	31%	32%	33%	31%	33%	34%	34%	32%	30%
40%	39%	39%	45%	44%	38%	36%	37%	40%	40%	43%	39%	40%	43%	41%	31%	31%	40%	42%

er Usage Trend for Registrations n by Business Delivery Channel



Online and agency registration options at an increasing rate.
 Mail is trending to be used less.

Agency business delivery channel while incentivizing the low cost online

5 Mar-16 Feb-16 Jan-16 Dec-15 Nov-15 Oct-15

Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12	Nov-12	Oct-12	Sep-12	Aug-12	Jul-12	Jun-12	May-12	Apr-12
25%	26%	26%	23%	27%	23%	23%	22%	26%	24%	26%	26%	23%	26%	24%	26%	26%	22%	27%
33%	30%	33%	32%	31%	33%	32%	32%	19%	25%	31%	31%	25%	27%	34%	32%	30%	29%	35%
40%	42%	39%	44%	40%	43%	43%	44%	53%	49%	42%	42%	51%	45%	40%	41%	43%	47%	37%

Mar-12	Feb-12	Jan-12	Dec-11	Nov-11	Oct-11	Sep-11	Aug-11	Jul-11	Jun-11	May-11	Apr-11	Mar-11	Feb-11	Jan-11	Dec-10	Nov-10	Oct-10
23%	24%	24%	26%	25%	26%	26%	23%	26%	24%	25%	27%	21%	21%	27%	25%	23%	24%
32%	31%	26%	33%	27%	30%	31%	26%	33%	26%	29%	32%	37%	28%	31%	31%	28%	32%
44%	43%	48%	39%	46%	42%	42%	49%	39%	48%	45%	40%	42%	49%	41%	43%	47%	43%