

MVC - Key Performance Indicators

Revised 1/28/2020

<b>New Jersey Motor Vehicle Commission Performance Indicators - October 2019 Reporting</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Period</b>	<b>Current Period</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Driver and Vehicle Safety</b>							
Percent of participants who pass the motorcycle certified rider safety course.*	M	Increase	100%	96.8%	92.2%	-4.7%	90.4%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.1	5.1	-0.8%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.5	7.1	-24.7%	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	23	4.5%	21
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 45 days	28	29	3.6%	28
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)	M	Decrease	< 10 days	6	5	-16.7%	5
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	5 minute	10.4	16.6	58.8%	9
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	14	14	-1.4%	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%	91.8%	87.5%	-4.7%	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%	350.0%	450.0%	28.6%	206.3%
<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%	0.0%	0.0%	-	8.1%
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	66.0%	64.1%	-2.8%	66.7%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	34.0%	35.9%	5.4%	33.3%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	33.7%	31.5%	-6.3%	32.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.8%	33.0%	0.6%	32.7%
Percent of registration renewals conducted through mail	M	Increase	> 42%	33.5%	35.5%	6.0%	35.3%
<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%	n/a	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.

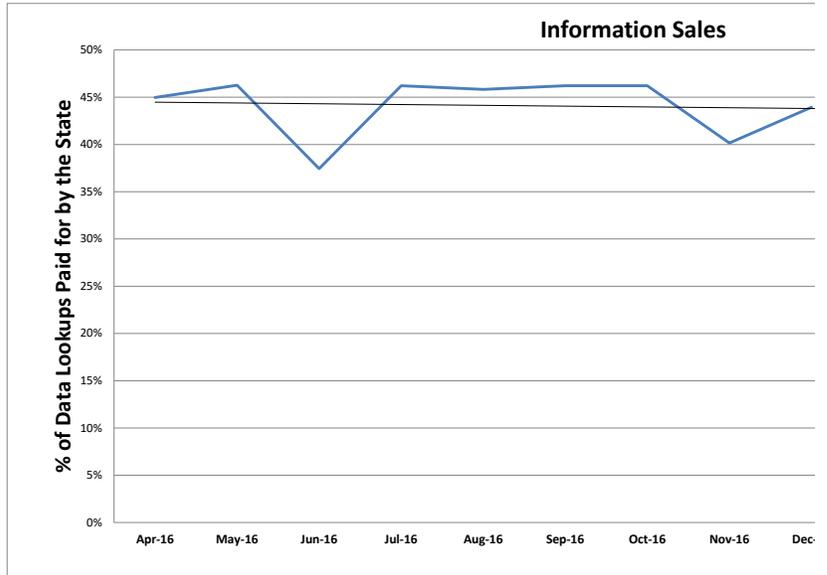
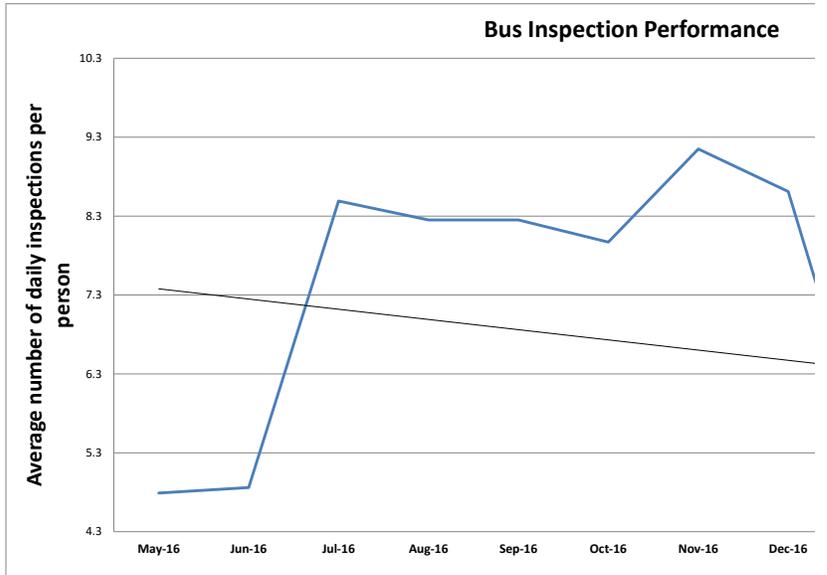
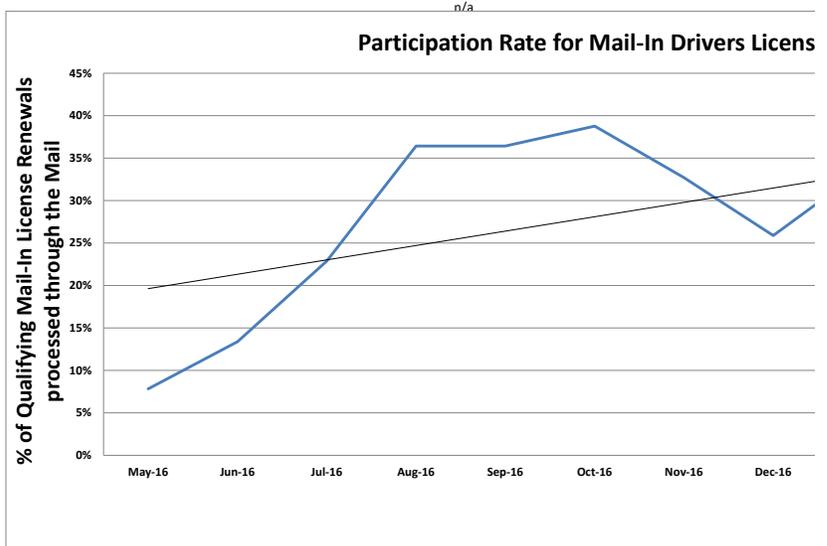
Source Data - Hidden Section									
Michelle Morales	PDP completion rate	PDP						NSC Scheduled	176
								NSC Completed	154
Michelle Morales	Motorcycle Safety Course completion rate	Motorcycle		# Waived					1,052
				# Participants					1,141
Michelle Morales	Backlogged Medical Review cases	Medical Review	Previous Month Backlog						0
			Current Month Received						448
			Current End-of-Month Backlog						0
Roy Queenan	Average Speed of Answer, including Ring time	GI Line	Minutes	16	Seconds	34			16.6
Roy Queenan	Email Data Response Time		Received	1,506	Responded	1,418			
	Letters: Days Overdue			4.00					
Michael Hall	Class D Road Test			23					
	CDL Road Test			29					
	Motorcycle Road Test			5					
Nora Wolcott					Total Requested Conferences				767
					Denials				158
					Total Conf Waiting To Be Scheduled				
					Total Conf. Scheduled for Next Month				532
Philip Fink	License Renewals	Agency	237,833	64.1%					
		Mail	132,953	35.9%					
		Total	370,786						
Philip Fink - IT Ad Hoc Request at 1st of each month	Registrations	Online	384,970	31%					
		Agency	382,333	31%					
		Mail	435,069	36%					
		3rd Party	22,337	2%					
		Total	1,224,709						
Paula Bryant	Emission Inspection Wait Time			7.12					
Paula Bryant	Bus Inspections / person			5.05					
Dan Pilla	Facial recognition								
JimCliff/Megan	Document Fraud Training	Monthly Goal -		4	Total	7,780			
		Professional Org		0	Cleared	7,697			
		Academy		6	Admin	78			
		Local		2	Fraud	5			
		County		3	% Forwarded	100%			
		State		7					
		Federal		0					
		Total		18					
BB104	Number of Non-Fee Based Lookups								
Marcy Klein/Erin Puskar									
	AU No Fee Teletype			2,135					
	AU No Fee Abstracts			1,208					
	CIU No-Fee			323	Subtotal				3,666
	Number of Fee Based Lookups								
	CIU Cert./Non-Cert.			2,449					
	AU \$15 Cert (5 Year)			226					
	AU \$15 Cert Abstract (Complete)			1,236					
	Total AU related docs.& Accident			157	Subtotal				4,068
Tanya Gauthier	Mobile Unit	# of deployed days where both units are operating		0					
		Total # of MVC Operating Days (Do not count Holidays)		26	Percent				0%

## MVC Performance Trends

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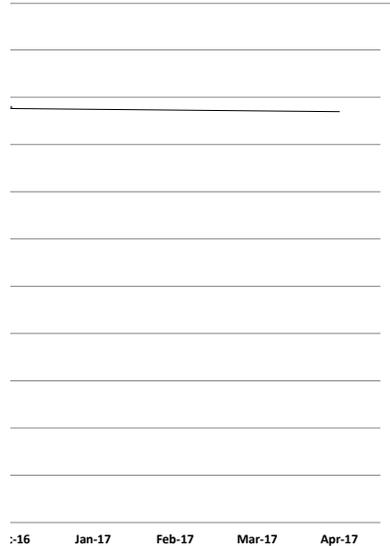
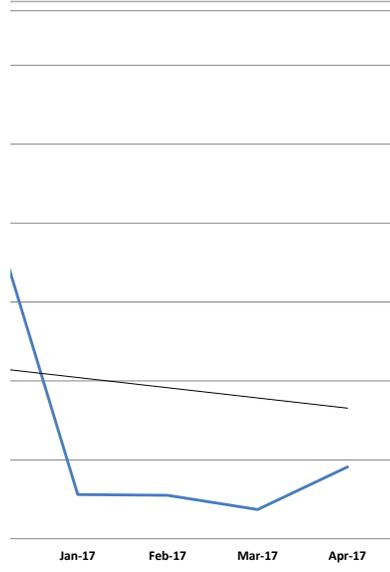
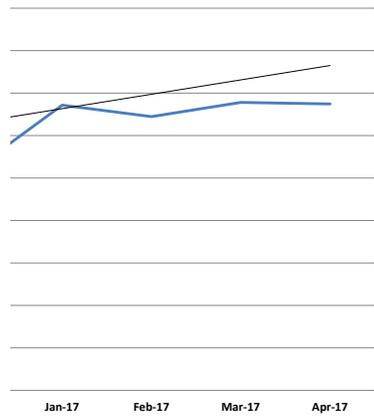
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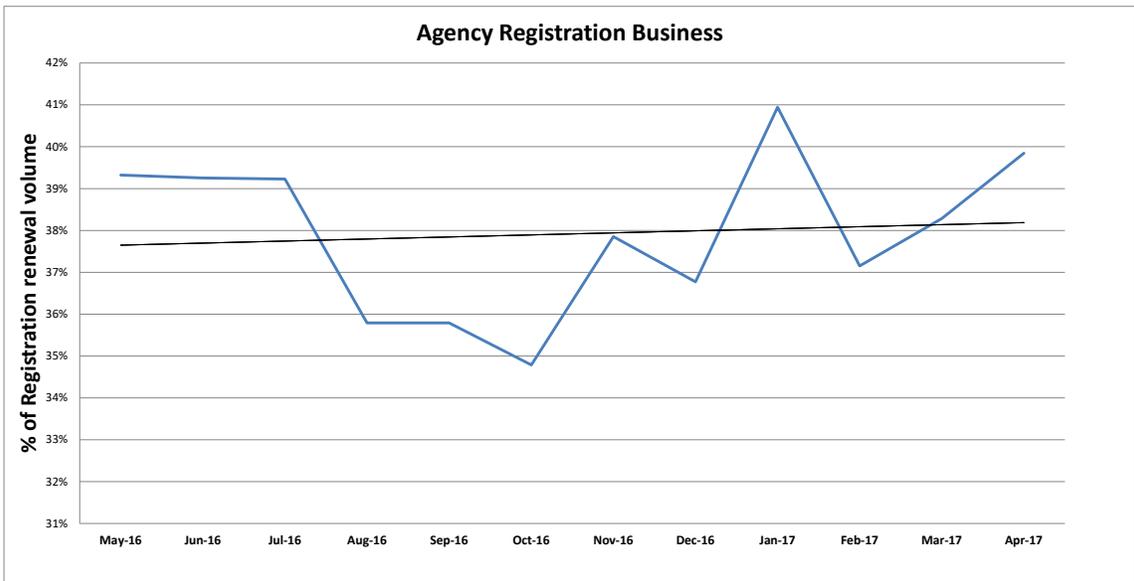
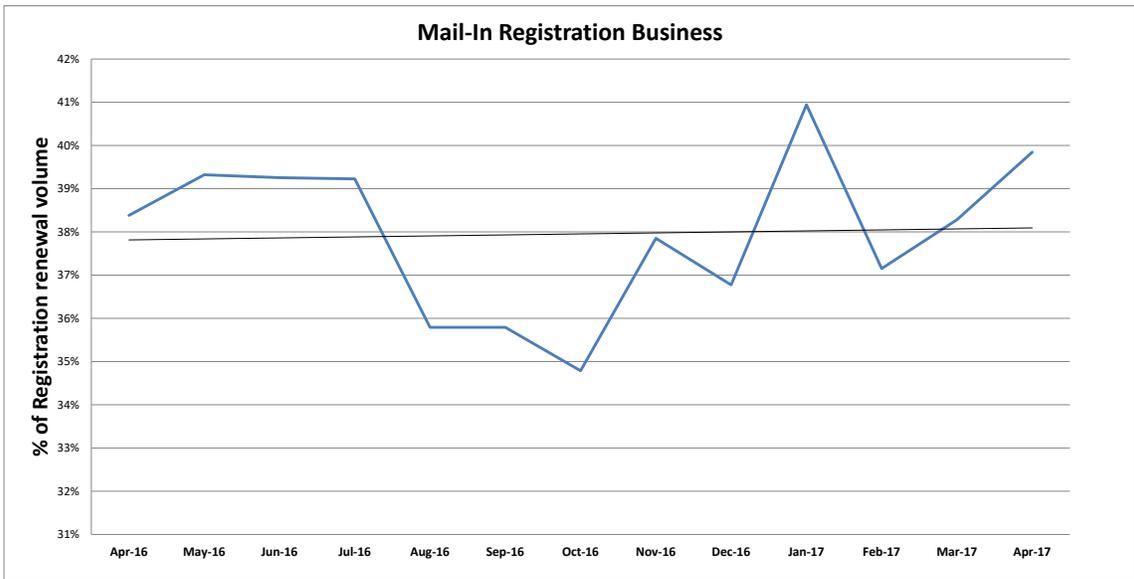
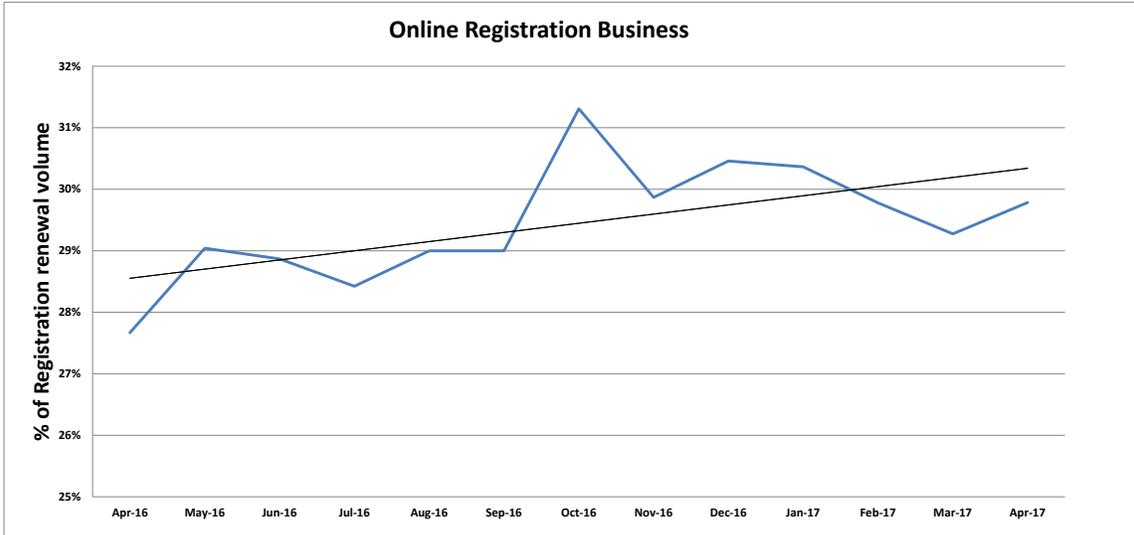
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n/a

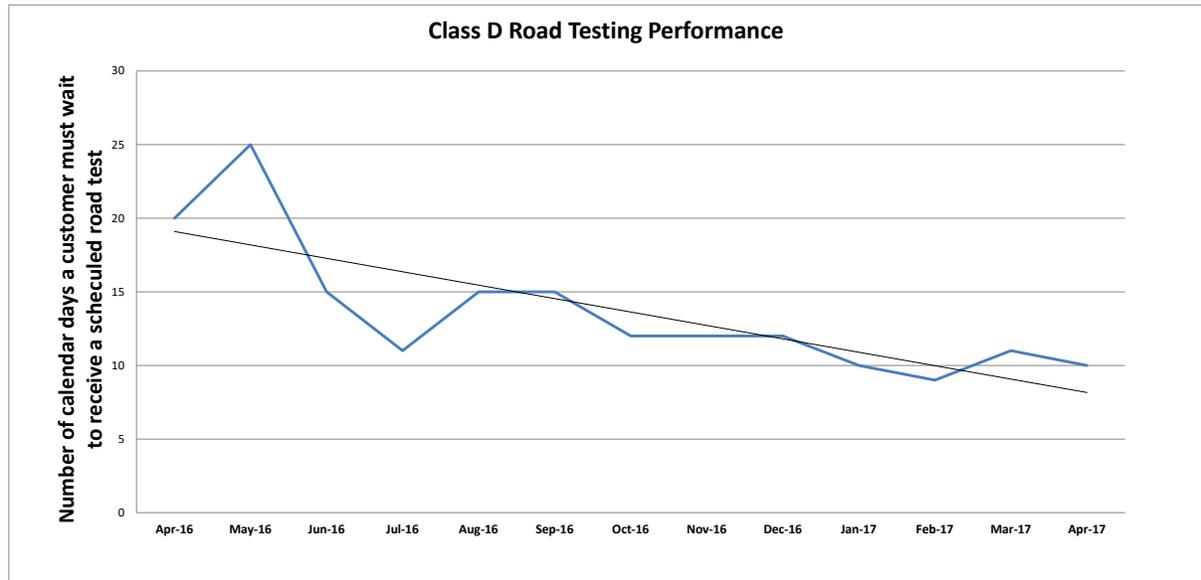
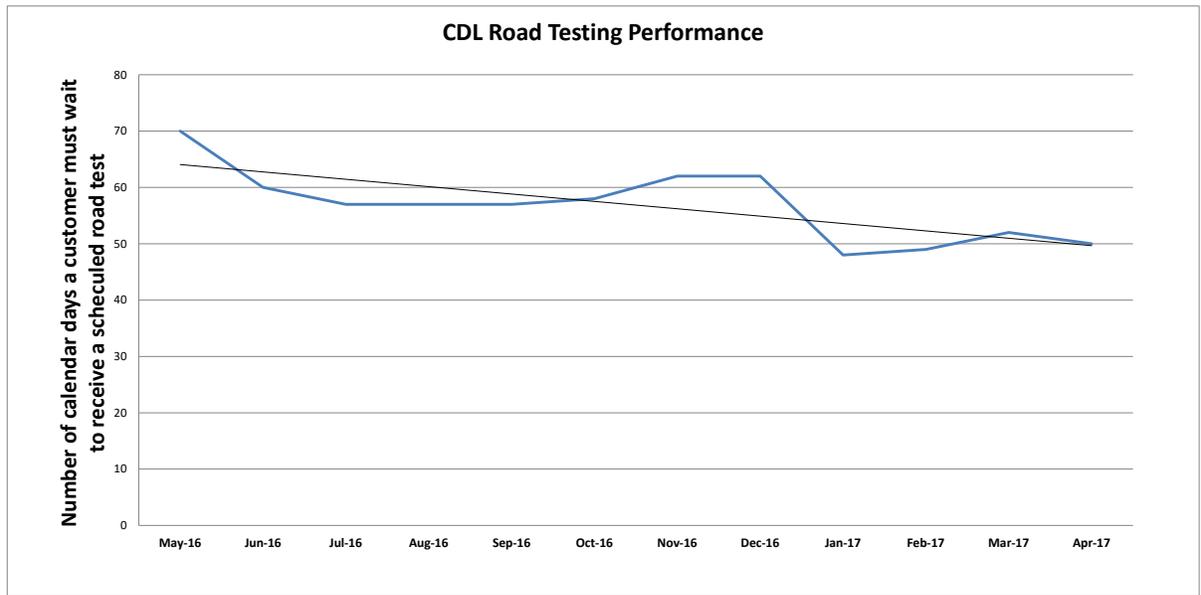
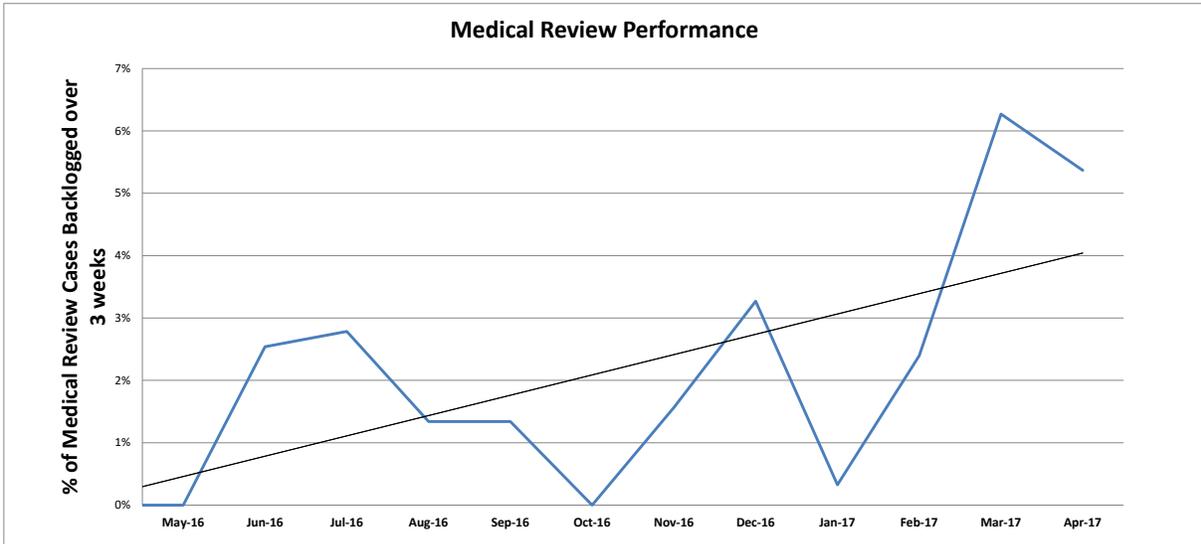
## ie Renewals



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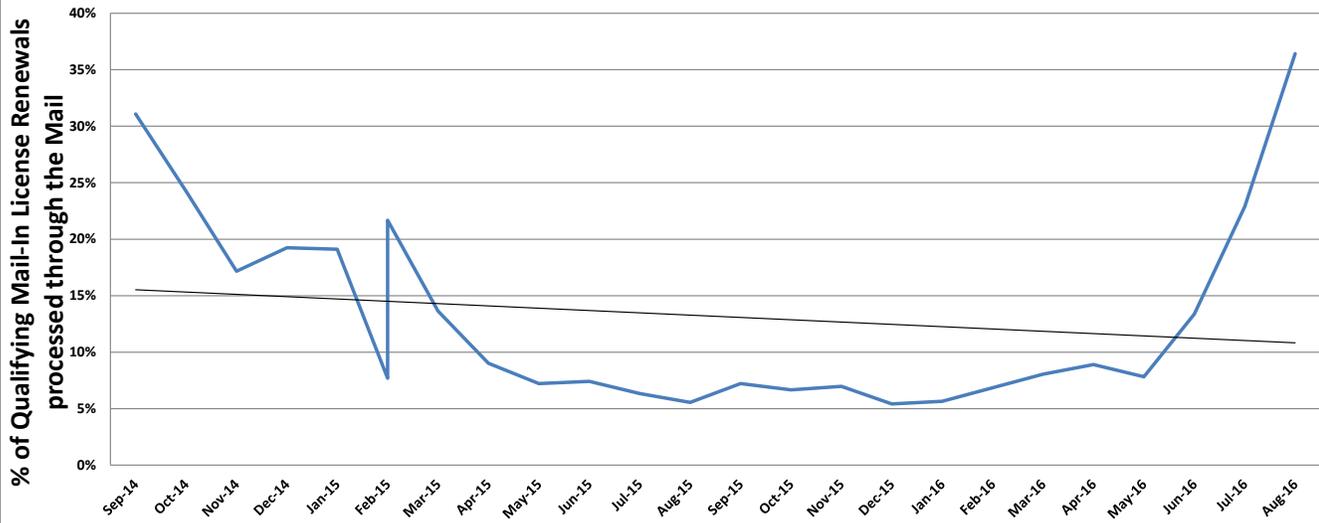
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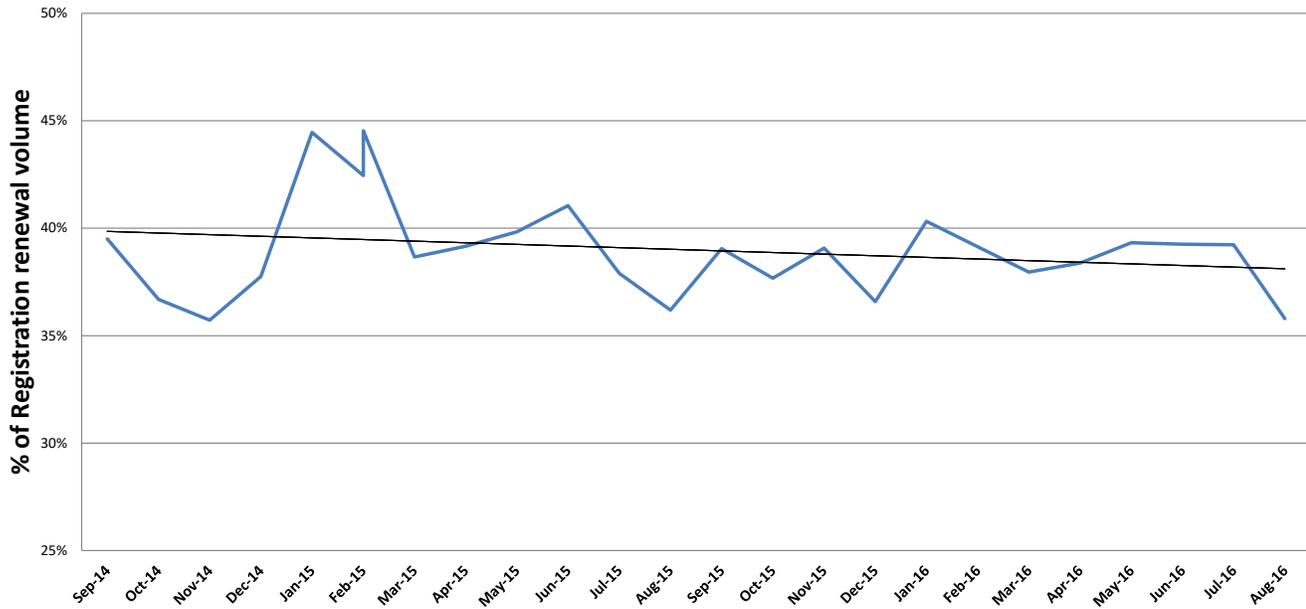
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**Participation Rate for Mail-In Drivers License Renewals - 2 Year Trend**

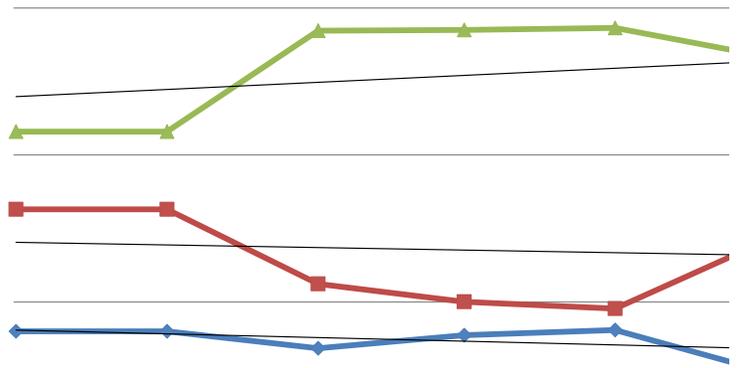


**Agency Registration Business - 2 Year Trend**



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**



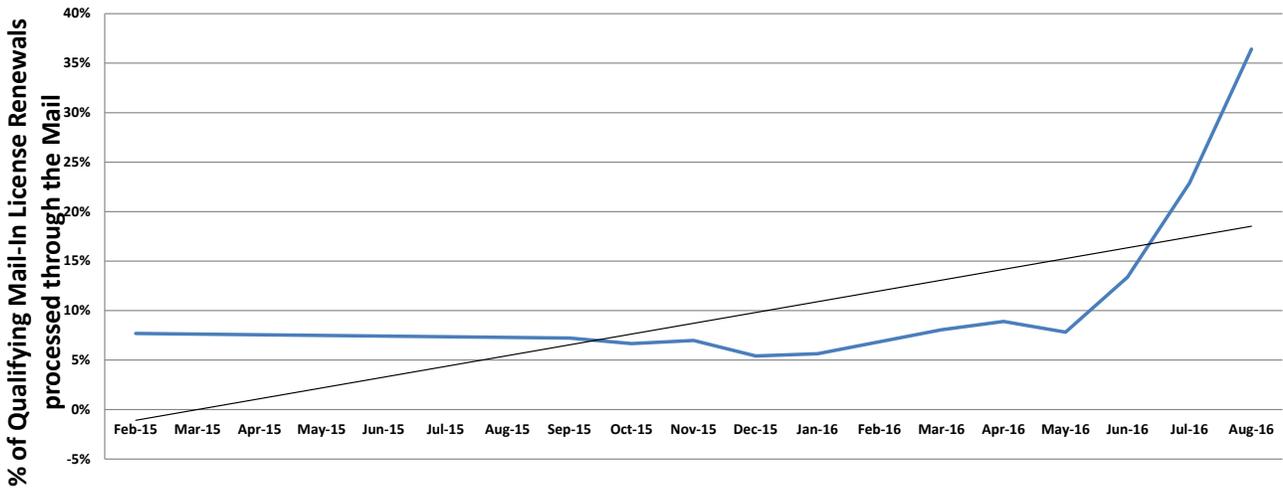
**High Level Comment:**

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

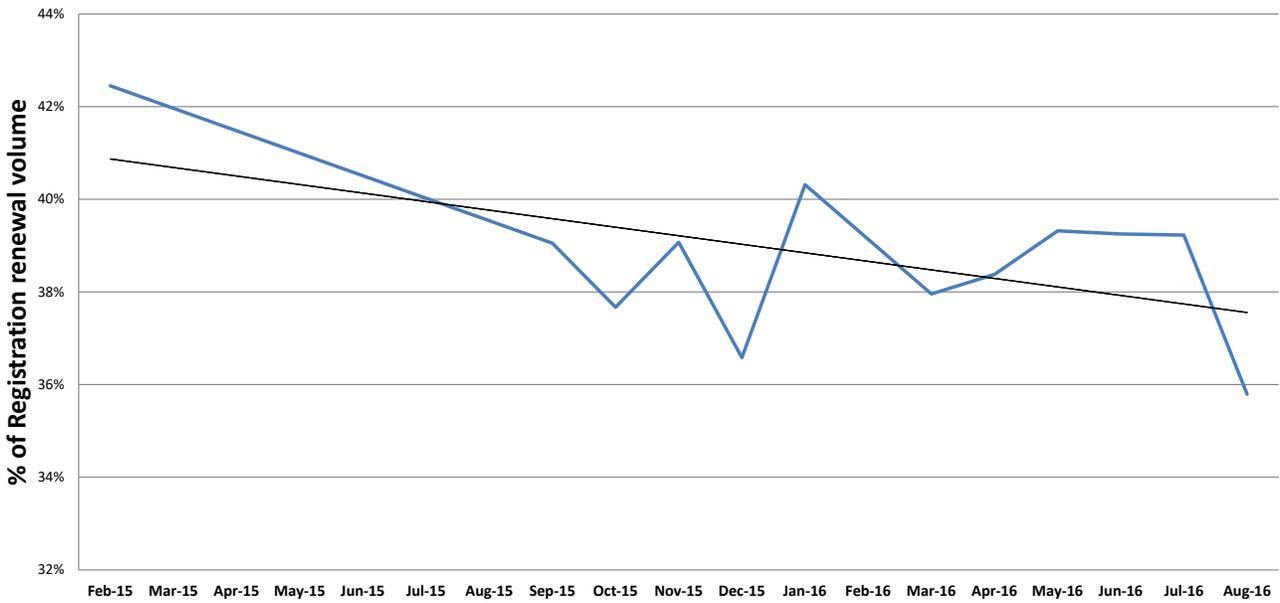
**Our goal** is to miniminze customer use of the high cost Agen

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

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



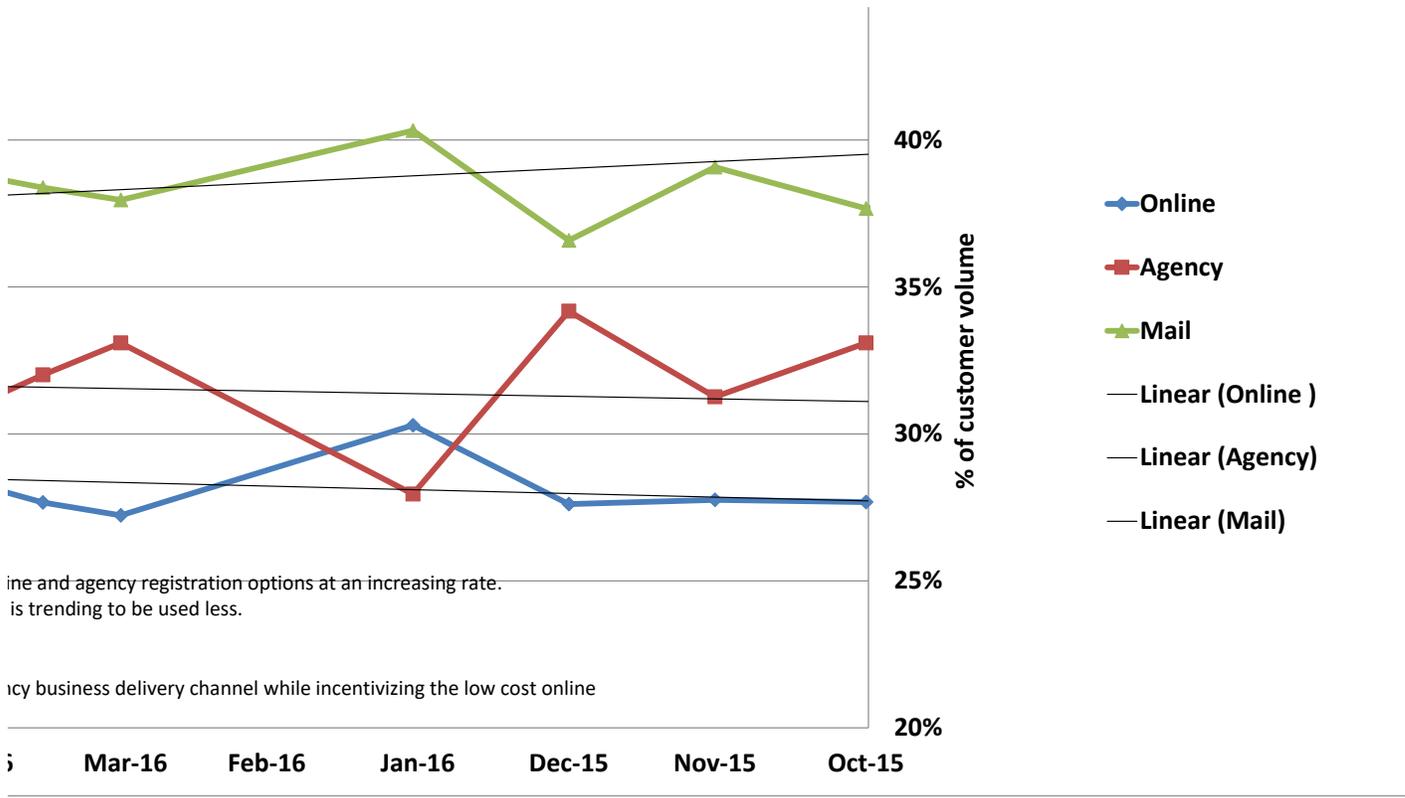
**Agency Registration Business - 1 Year Trend**



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%

## Driver Usage Trend for Registrations by Business Delivery Channel

45%



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%

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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%