

MVC - Key Performance Indicators

Revised 1/28/2020

New Jersey Motor Vehicle Commission Performance Indicators - November 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%	92.2%	81.4%	-11.7%	91.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.1	5.0	-1.6%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	7.1	7.7	8.0%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	23	21	-8.7%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	29	29	0.0%	27
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 10 days	5	5	0.0%	5
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	16.6	12.9	-22.4%	9
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	14	17	19.6%	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%	87.5%	91.6%	4.7%	92%
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%	450.0%	325.0%	-27.8%	216.7%
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%	4.3%	-	1.3%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	64.1%	69.8%	8.7%	66.8%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	35.9%	30.2%	-15.6%	33.2%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.5%	31.9%	1.2%	32.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.0%	32.7%	-0.9%	32.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	35.5%	35.4%	-0.2%	35.2%
Improve Financial Sustainability							
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.

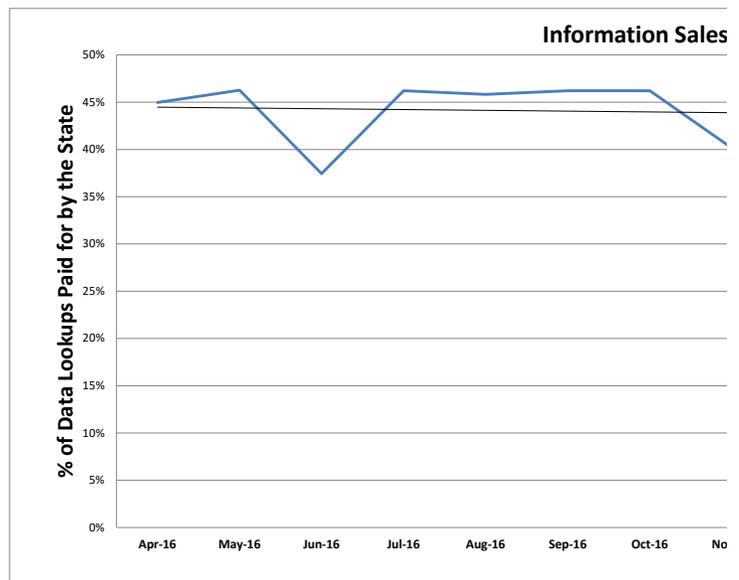
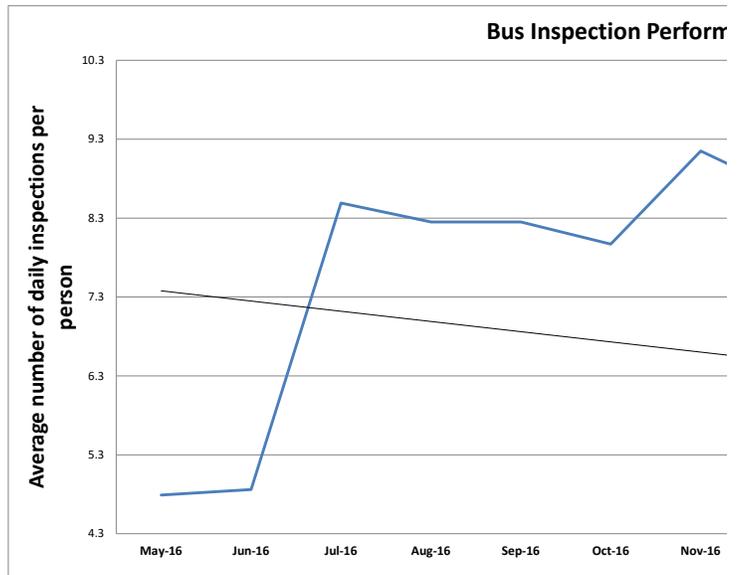
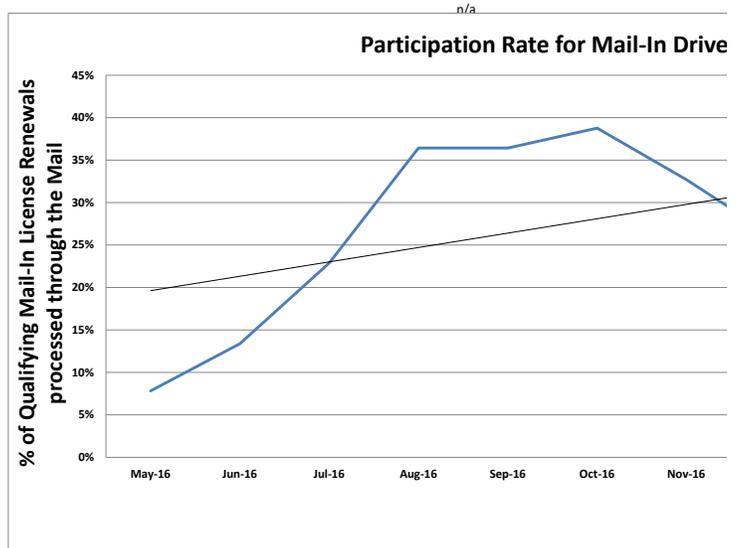
Source Data - Hidden Section									
Michelle Morales	PDP completion rate	PDP						NSC Scheduled	191
								NSC Completed	175
Michelle Morales	Motorcycle Safety Course completion rate	Motorcycle		# Waived					280
				# Participants					344
Michelle Morales	Backlogged Medical Review cases	Medical Review	Previous Month Backlog						0
			Current Month Received						368
			Current End-of-Month Backlog						0
Roy Queenan	Average Speed of Answer, including Ring time	GI Line	Minutes	12	Seconds	51			12.9
Roy Queenan	Email Data Response Time		Received	886	Responded	916			
	Letters: Days Overdue			6.75					
Michael Hall	Class D Road Test			21					
	CDL Road Test			29					
	Motorcycle Road Test			5					
Nora Wolcott					Total Requested Conferences				596
					Denials				176
					Total Conf Waiting To Be Scheduled				
					Total Conf. Scheduled for Next Month				584
Philip Fink	License Renewals	Agency	208,251	69.8%					
		Mail	90,298	30.2%					
		Total	298,549						
Philip Fink - IT Ad Hoc Request at 1st of each month	Registrations	Online	332,490	32%					
		Agency	321,736	31%					
		Mail	370,384	35%					
		3rd Party	20,463	2%					
		Total	1,045,073						
Paula Bryant	Emission Inspection Wait Time		7.69						
Paula Bryant	Bus Inspections / person		4.97						
Dan Pilla	Facial recognition								
JimCliff/Megan	Document Fraud Training	Monthly Goal -	4		Total	6,733			
		Professional Org	0		Cleared	6,669			
		Academy	4		Admin	61			
		Local	2		Fraud	3			
		County	0		% Forwarded	100%			
		State	7						
		Federal	0						
		Total	13						
BB104	Number of Non-Fee Based Lookups								
Marcy Klein/Erin Puskar									
	AU No Fee Teletype		1,687						
	AU No Fee Abstracts		862						
	CIU No-Fee		216		Subtotal				2,765
	Number of Fee Based Lookups								
	CIU Cert./Non-Cert.		1,579						
	AU \$15 Cert (5 Year)		206						
	AU \$15 Cert Abstract (Complete)		937						
	Total AU related docs.& Accident		115		Subtotal				2,837
Tanya Gauthier	Mobile Unit	# of deployed days where both units are operating	1						
		Total # of MVC Operating Days (Do not count Holidays)	23	Percent					4%

MVC Performance Trends

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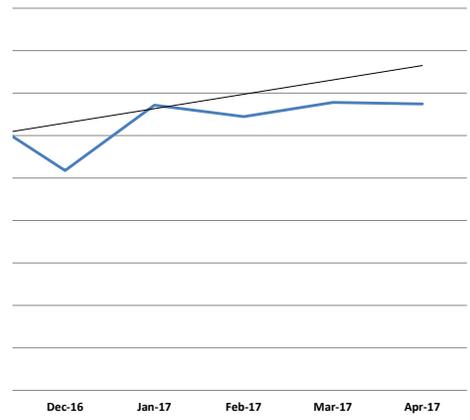
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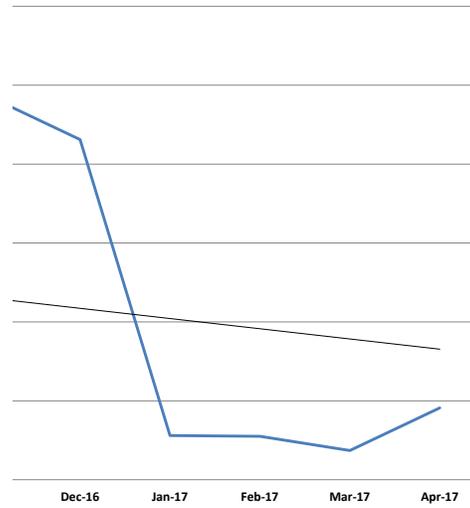
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n/a

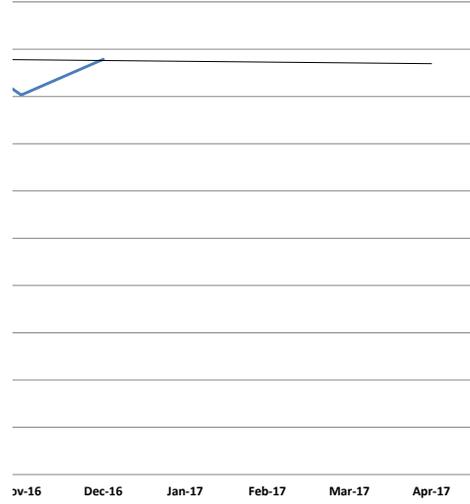
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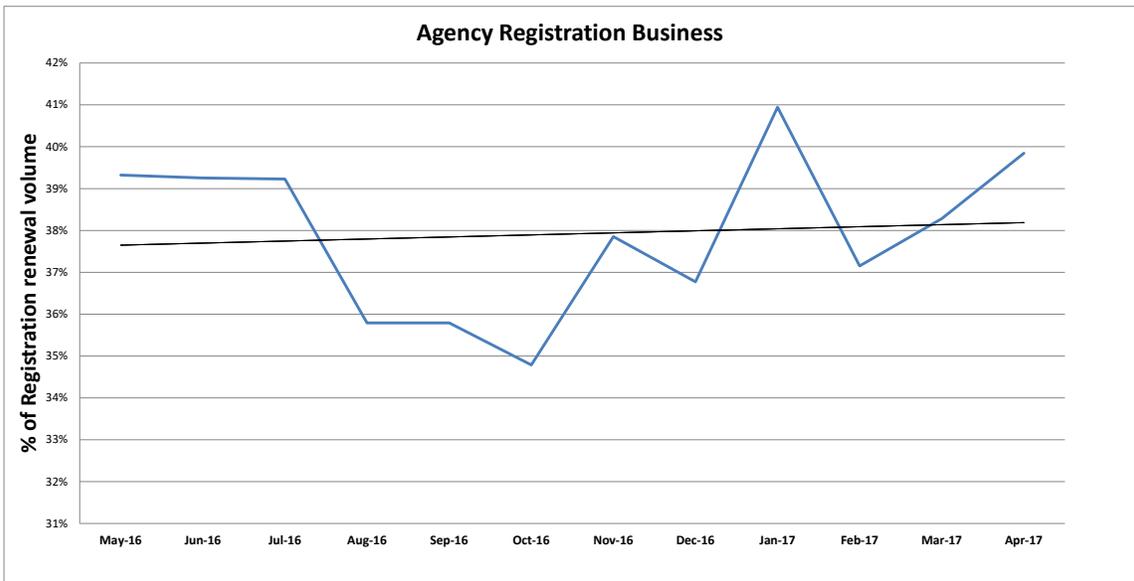
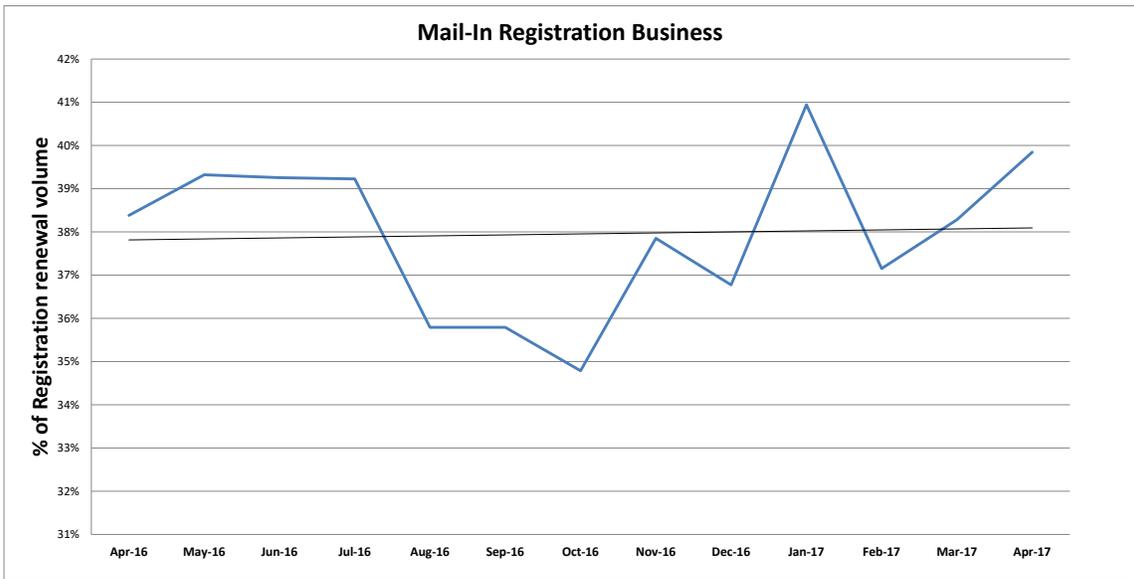
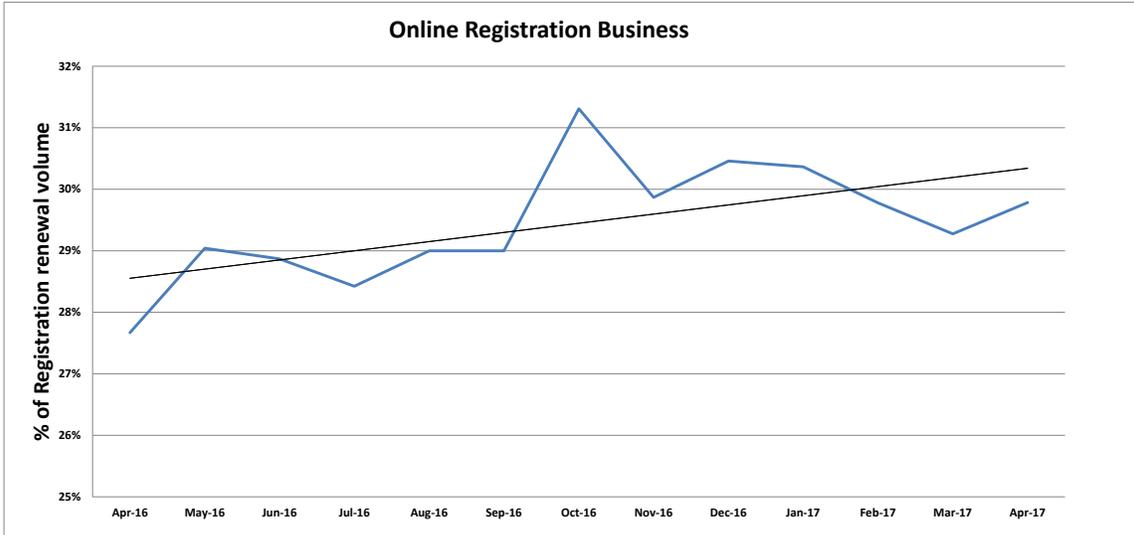
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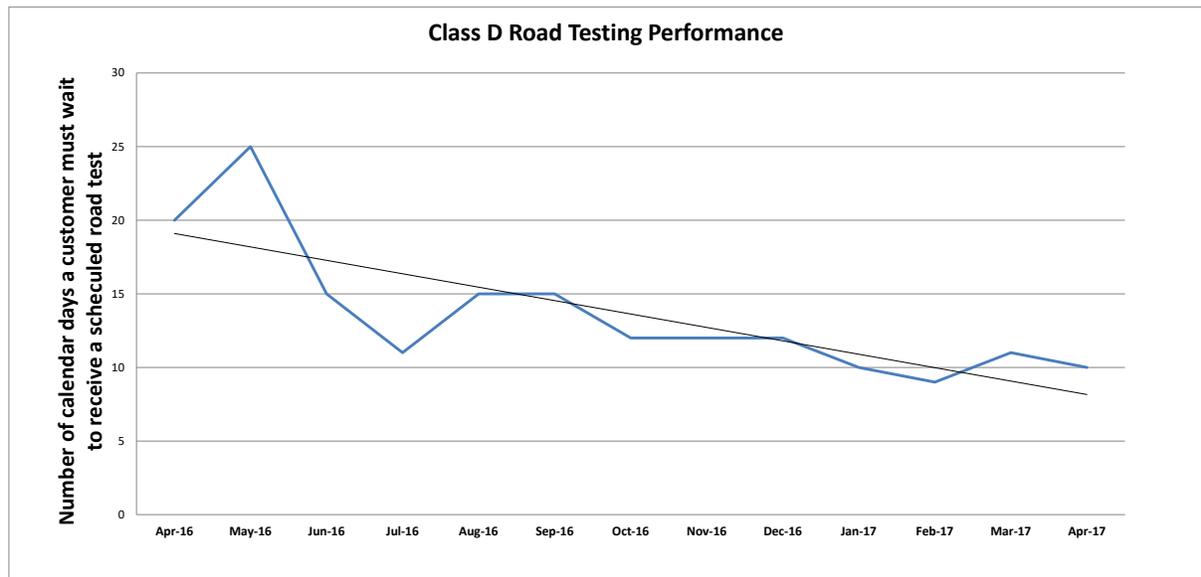
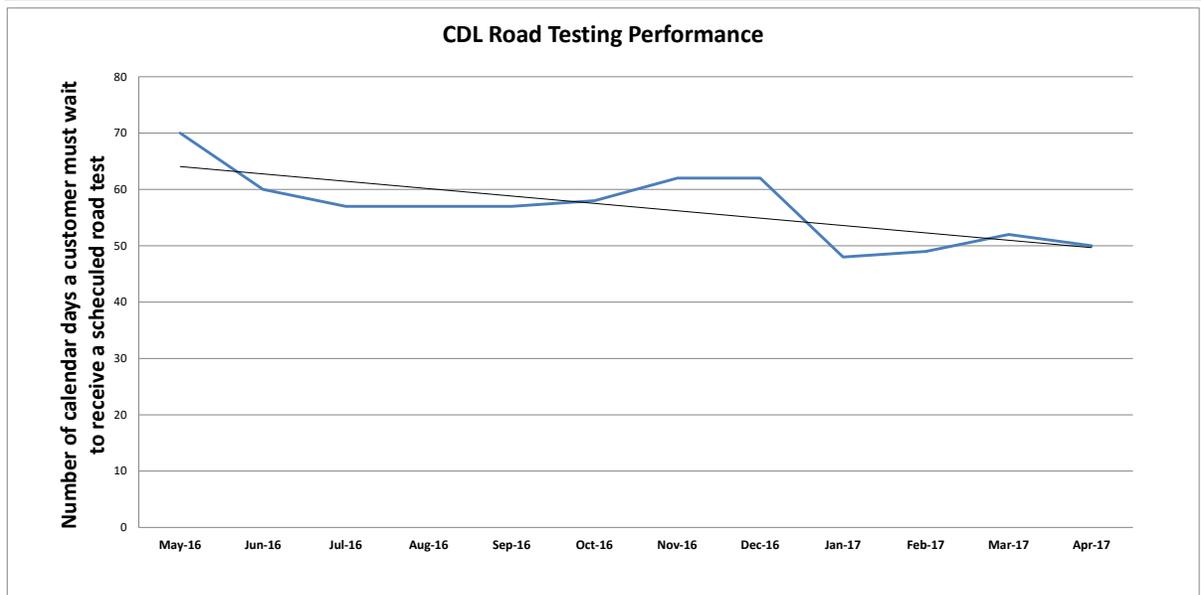
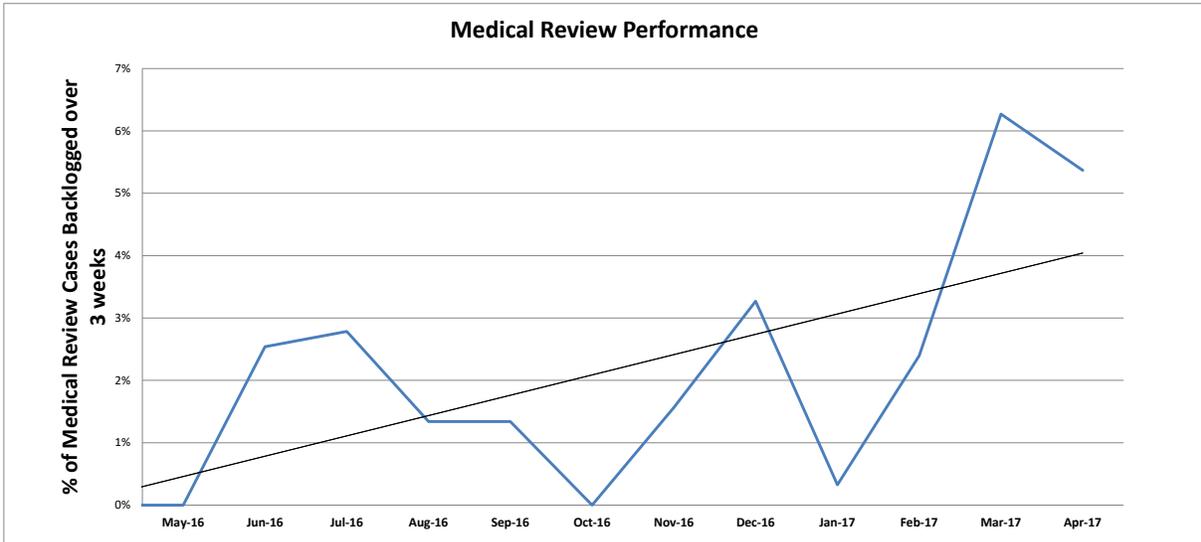
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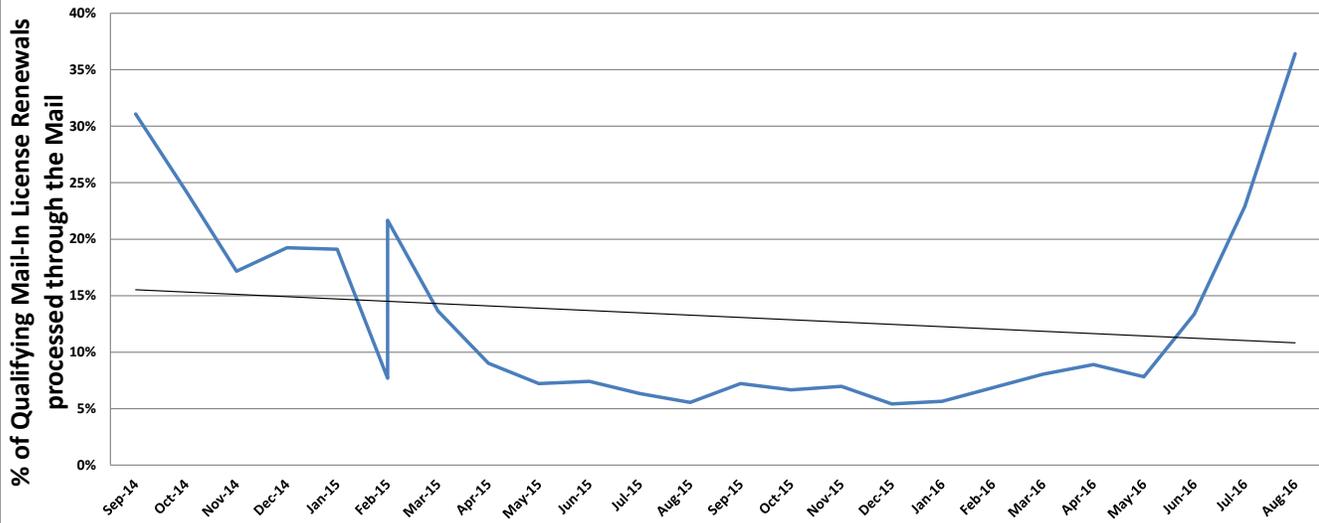
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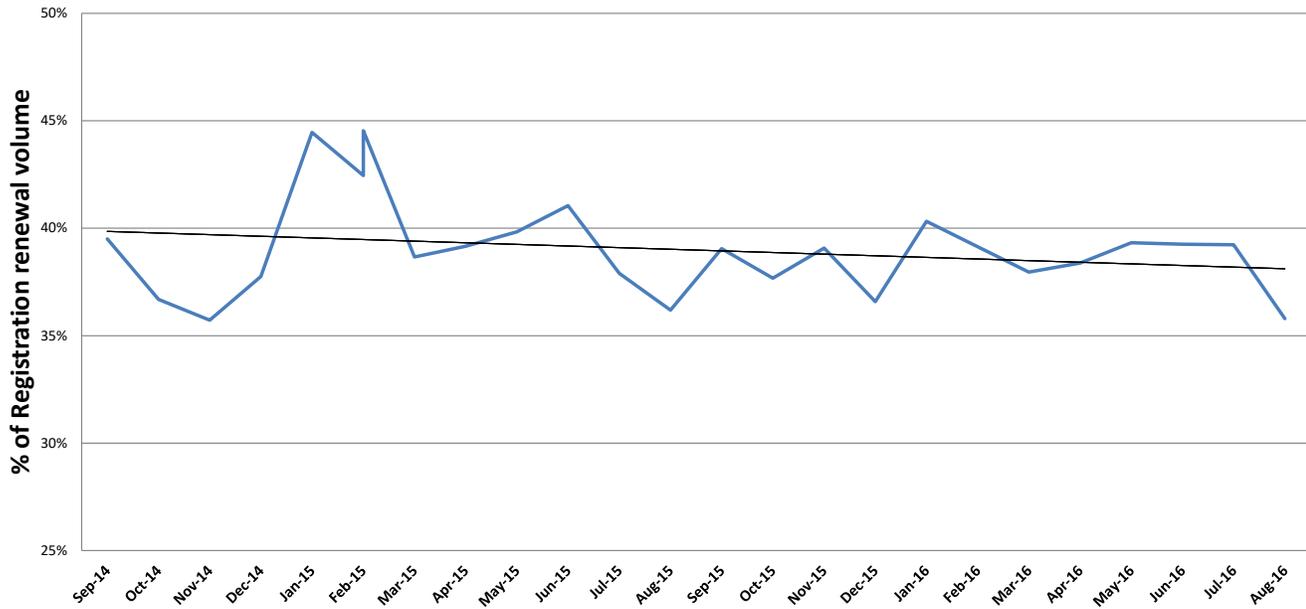
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Participation Rate for Mail-In Drivers License Renewals - 2 Year Trend

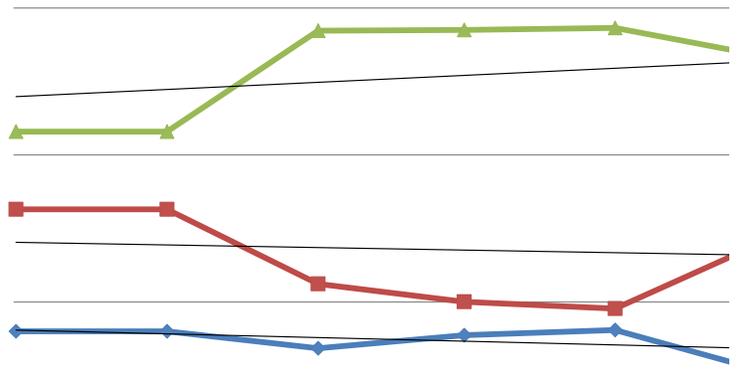


Agency Registration Business - 2 Year Trend



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



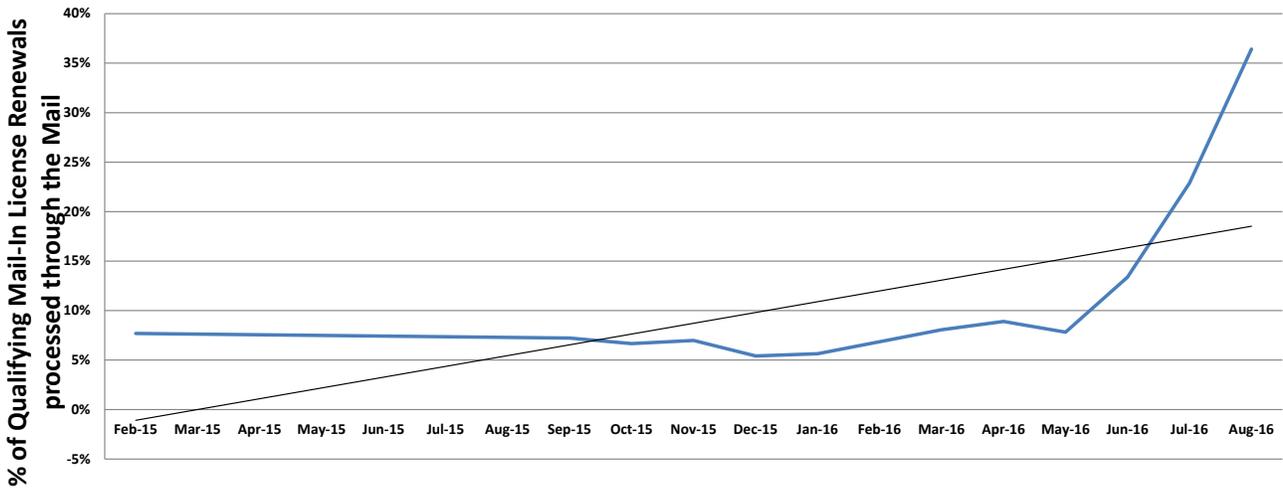
High Level Comment:

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.

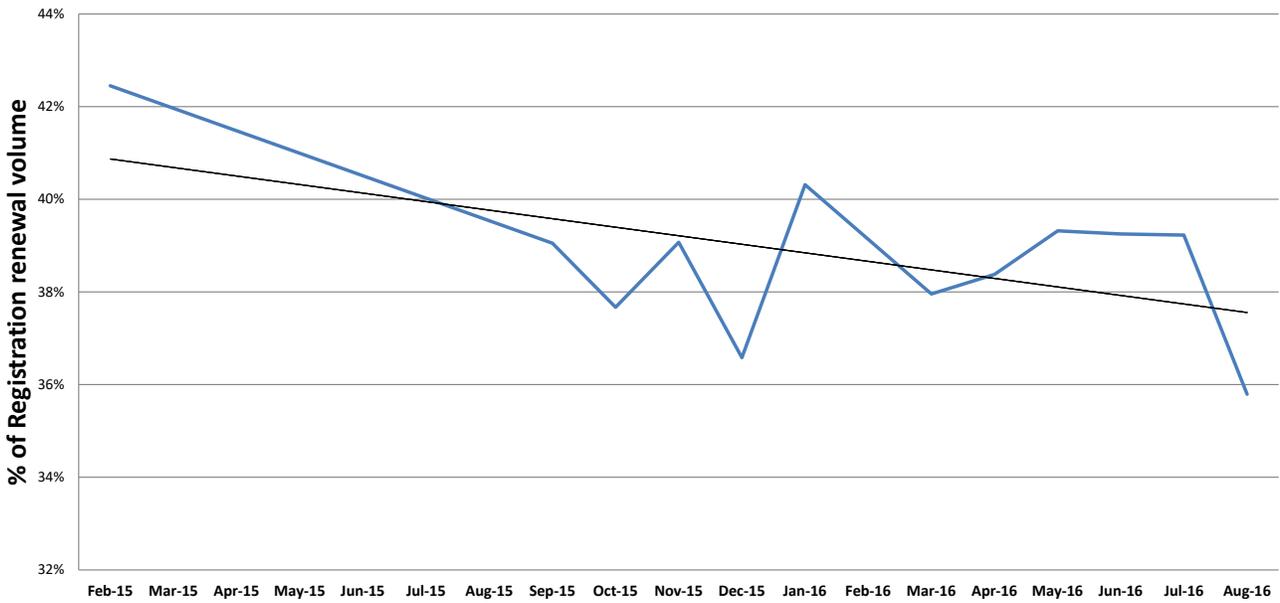
Our goal is to miniminze customer use of the high cost Agen

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

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



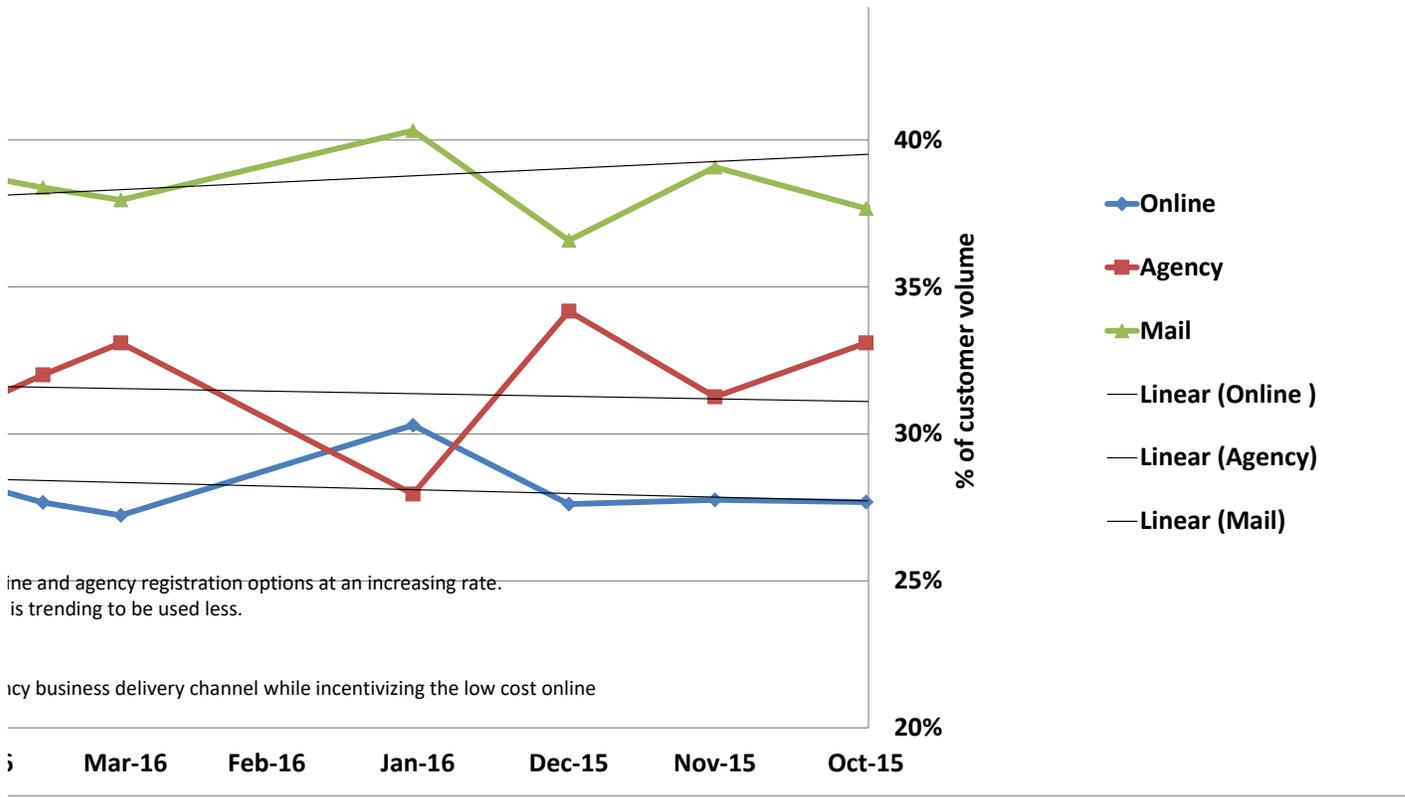
Agency Registration Business - 1 Year Trend



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%



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

icy business delivery channel while incentivizing the low cost online

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%