

MVC - Key Performance Indicators

Revised 2/28/2020

New Jersey Motor Vehicle Commission							
Performance Indicators - January 2020 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%	98.1%	n/a	n/a	93.4%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	4.8	0.0%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.2	8.6	4.9%	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	14	-39.1%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	27	26	-3.7%	27
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 10 days	7	7	0.0%	6
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	12.9	16.4	27.4%	11
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	10	19	88.0%	14
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%	83.1%	-9.7%	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%	225.0%	125.0%	225.0%
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%	n/a	n/a	n/a	1.3%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	74.5%	72.2%	-3.2%	67.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	25.5%	27.8%	9.3%	33.1%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	34.1%	31.2%	-8.6%	32.1%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	35.4%	28.6%	-19.4%	32.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	30.5%	40.2%	31.9%	35.1%
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 rider safety training 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.

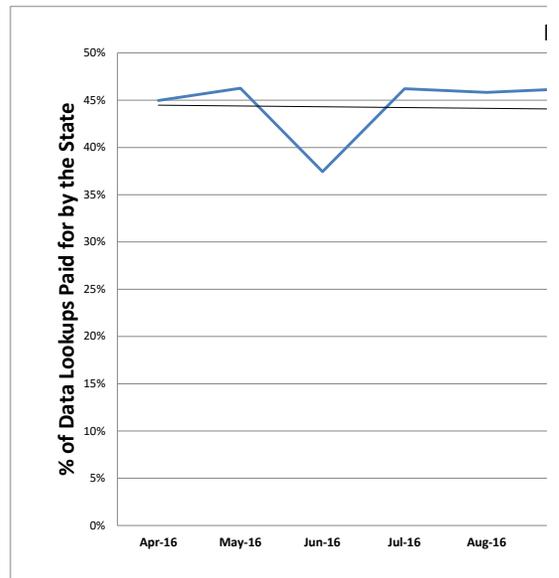
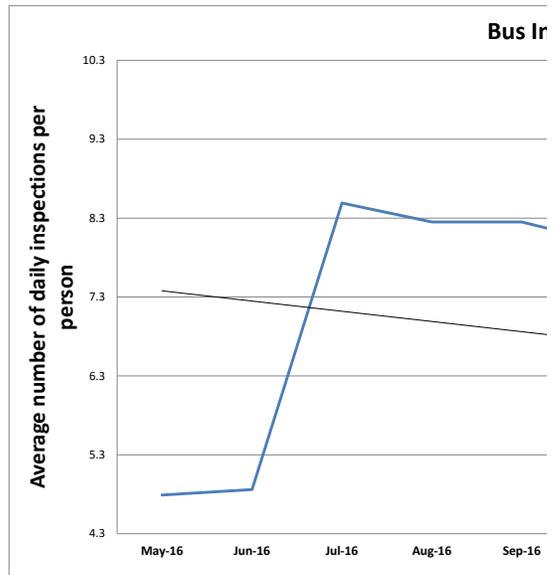
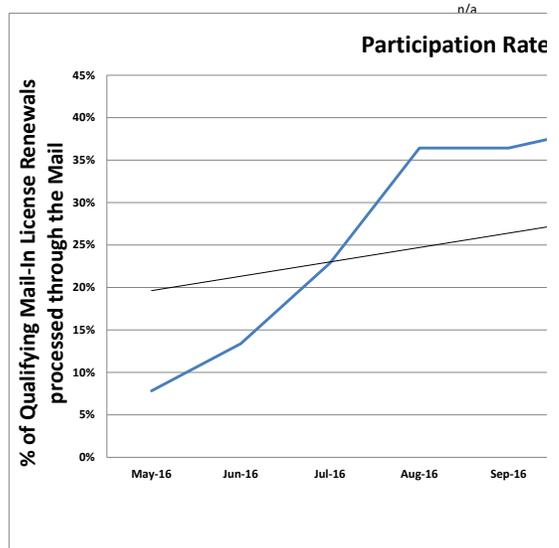
Source Data - Hidden Section									
Michelle Morales	PDP completion rate	PDP						NSC Scheduled	213
								NSC Completed	177
Michelle Morales	Motorcycle Safety Course completion rate	Motorcycle	# Waived						-
			# Participants						-
Michelle Morales	Backlogged Medical Review cases	Medical Review	Previous Month Backlog						0
			Current Month Received						416
			Current End-of-Month Backlog						0
Roy Queenan	Average Speed of Answer, including Ring time	GI Line	Minutes						16
									22
									16.4
Roy Queenan	Email Data Response Time		Received						2,763
	Letters: Days Overdue						Responded		2,873
									8.80
Michael Hall	Class D Road Test								14
	CDL Road Test								26
	Motorcycle Road Test								7
Nora Wolcott							Total Requested Conferences		644
							Denials		206
							Total Conf Waiting To Be Scheduled		
							Total Conf. Scheduled for Next Month		595
Philip Fink	License Renewals	Agency		223,001		72.2%			
		Mail		85,931		27.8%			
		Total		308,932					
Philip Fink - IT Ad Hoc Request at 1st of each month	Registrations	Online		424,914		31%			
		Agency		364,384		27%			
		Mail		546,089		40%			
		3rd Party		23,798		2%			
		Total		1,359,185					
Paula Bryant	Emission Inspection Wait Time			8.55					
Paula Bryant	Bus Inspections / person			4.83					
Dan Pilla	Facial recognition								
Mark Cushing	Document Fraud Training	Monthly Goal -		4			Total		7,315
		Professional Org		0			Cleared		7,226
		Academy		1			Admin		82
		Local		0			Fraud		7
		County		2			% Forwarded		100%
		State		6					
		Federal		0					
		Total		9					
BB104	Number of Non-Fee Based Lookups								
Marcy Klein/Erin Puskar									
	AU No Fee Teletype			2,469					
	AU No Fee Abstracts			819					
	CIU No-Fee			444			Subtotal		3,732
	Number of Fee Based Lookups								
	CIU Cert./Non-Cert.			1,678					
	AU \$15 Cert (5 Year)			130					
	AU \$15 Cert Abstract (Complete)			959					
	Total AU related docs.& Accident			214			Subtotal		2,981
Tanya Gauthier	Mobile Unit	# of deployed days where both units are operating		0					
		Total # of MVC Operating Days (Do not count Holidays)		0		Percent			0%

MVC Performance Trends

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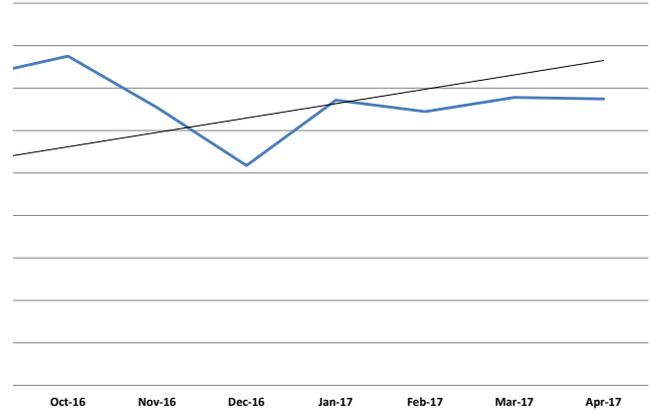
MVC Performance Trends



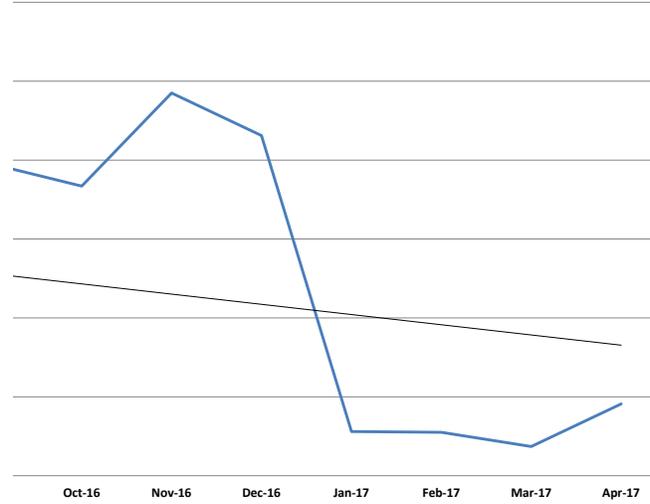
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n/a

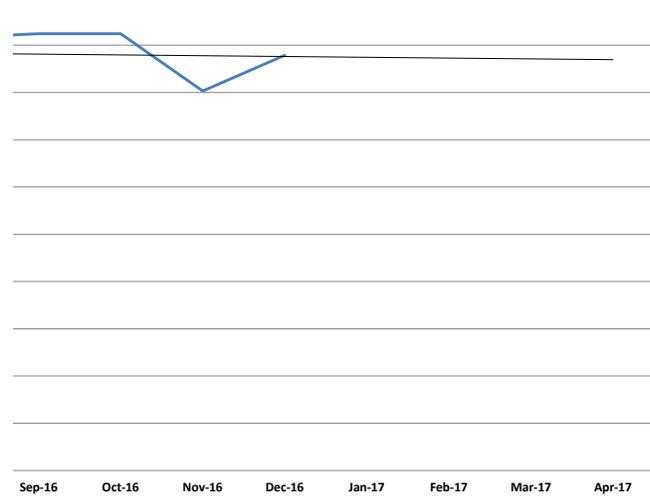
Rate for Mail-In Drivers License Renewals



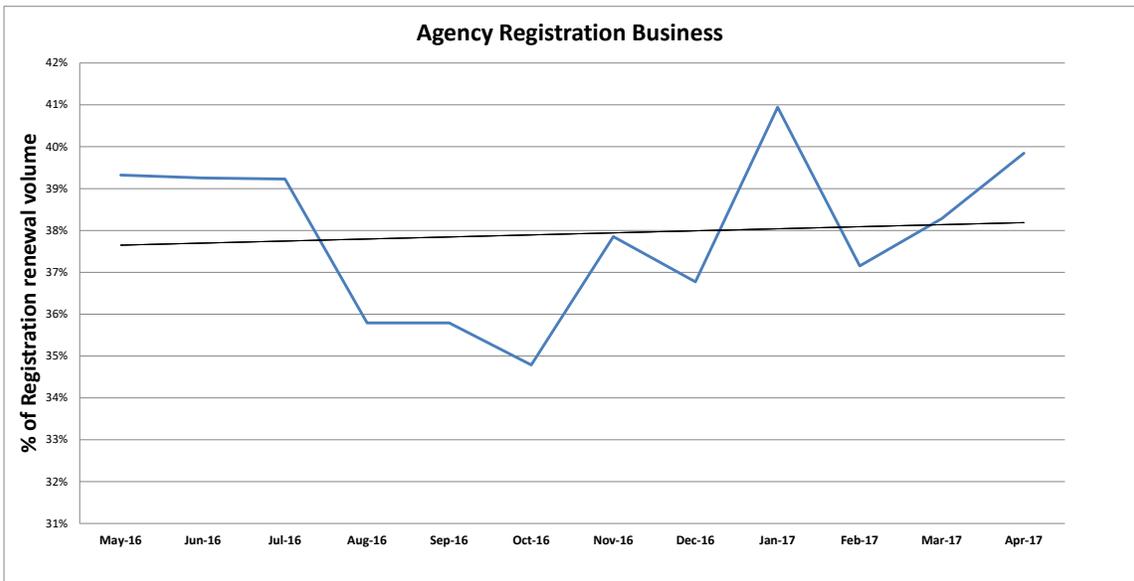
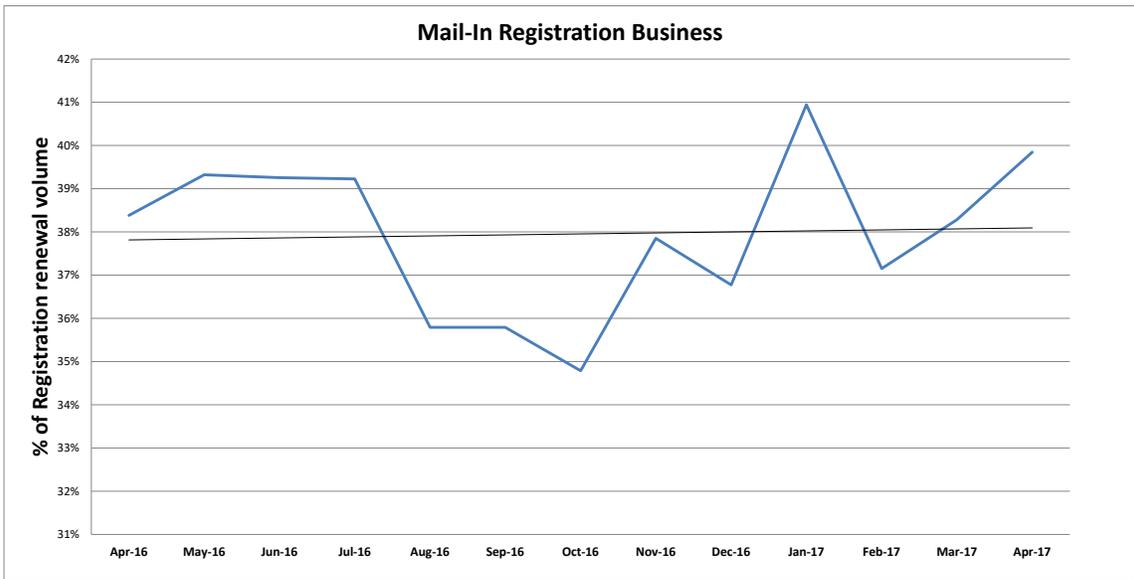
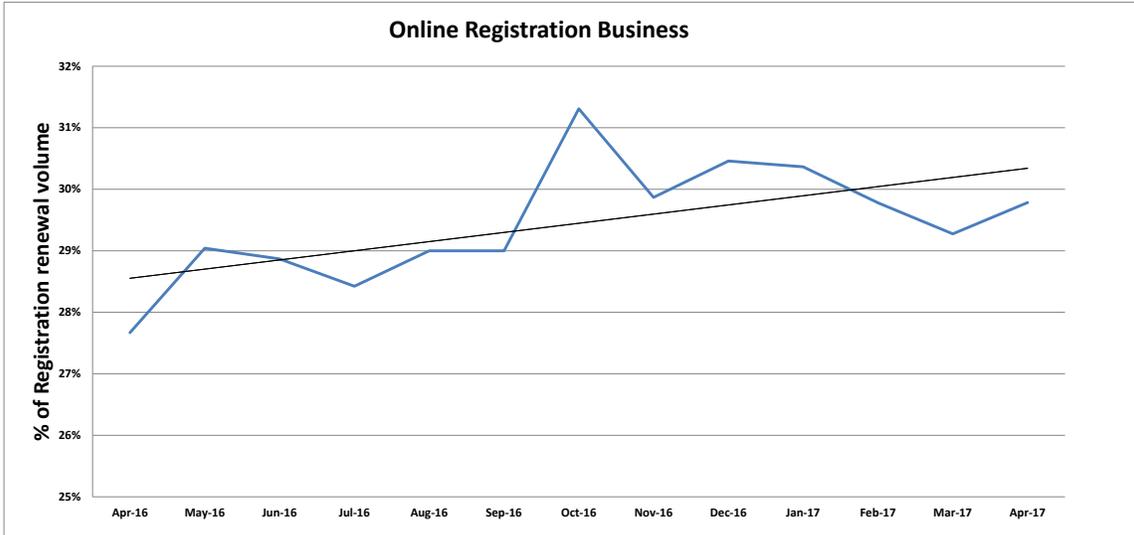
Inspection Performance



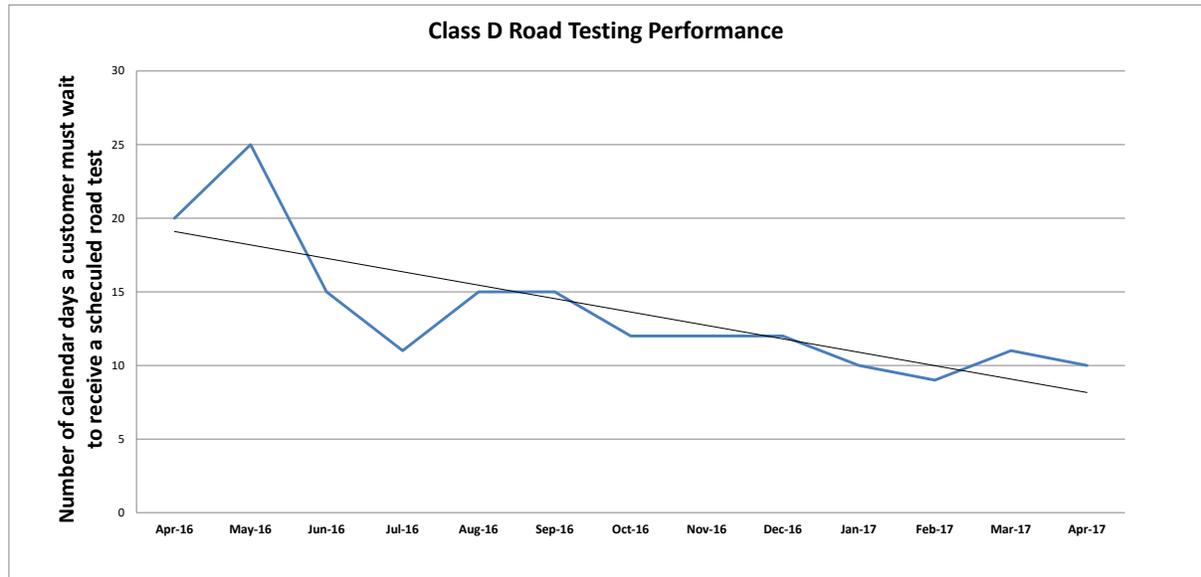
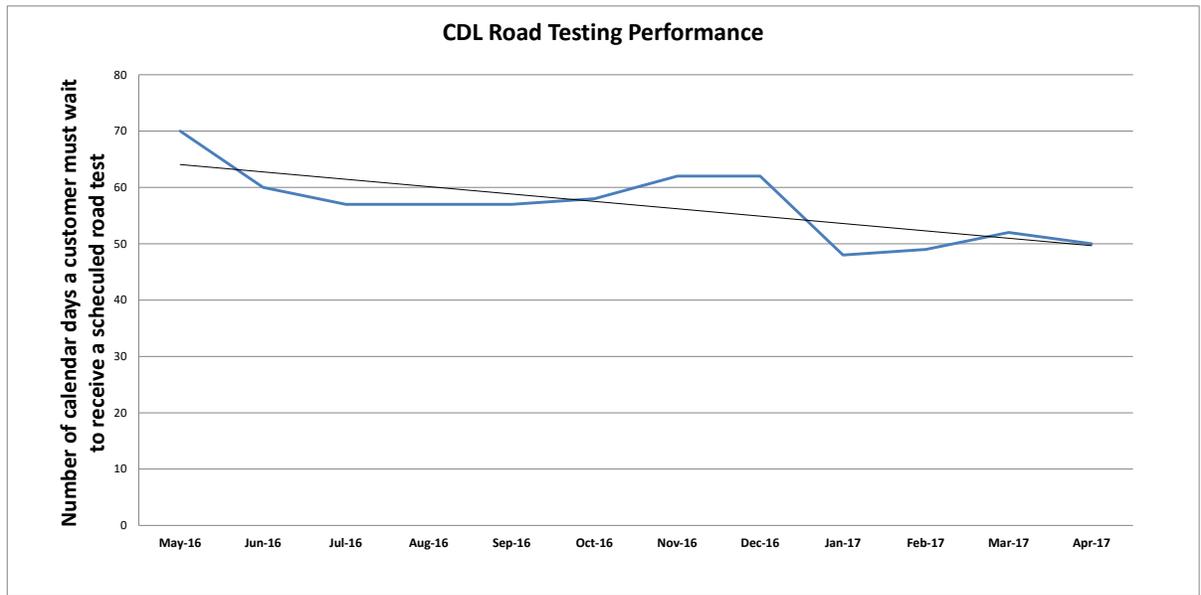
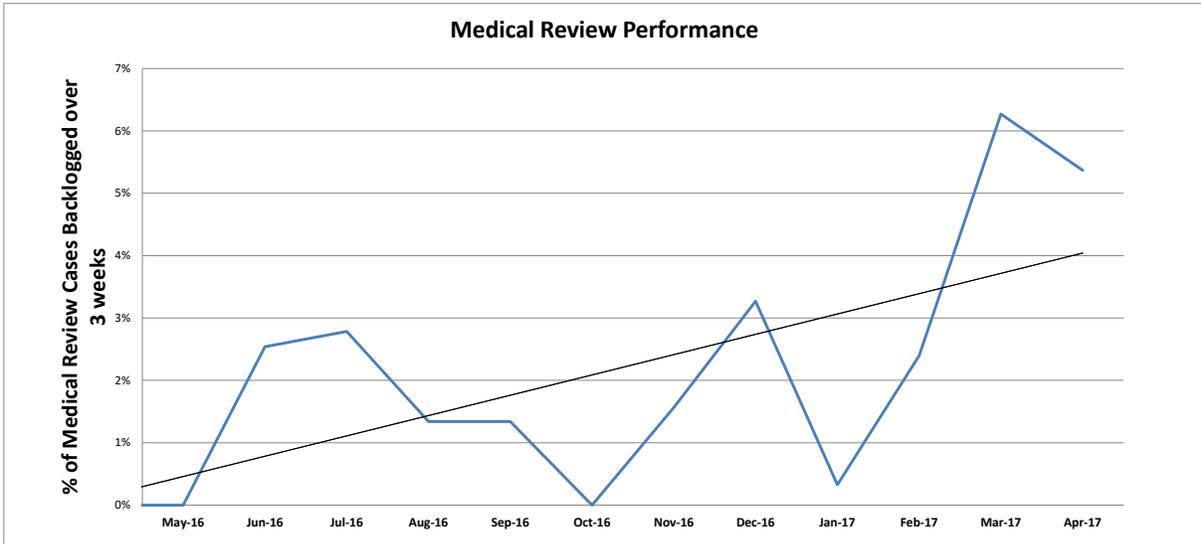
Information Sales



MVC Performance Trends



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