

MVC - Key Performance Indicators

Revised 11/18/2020

New Jersey Motor Vehicle Commission Performance Indicators - February 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%	n/a	n/a	n/a	93.4%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	4.6	-4.6%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	8.6	10.4	21.4%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	14	15	7.1%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	26	27	3.8%	27
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 15 days	7	7	0.0%	6
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	16.4	17.9	9.6%	12
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	19	12	-35.6%	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%	83.1%	76.7%	-7.7%	90%
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%	225.0%	275.0%	22.2%	222.9%
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%	72.2%	69.1%	-4.3%	67.1%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	27.8%	30.9%	11.0%	32.9%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.2%	32.9%	5.5%	32.3%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	28.6%	30.6%	7.1%	32.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	40.2%	36.5%	-9.3%	34.9%
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 9 month deployment schedules to avoid/allow for winter weather conditions.