

MVC - Key Performance Indicators

Revised 11/18/2020

New Jersey Motor Vehicle Commission Performance Indicators - March 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	93.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.6	3.9	-15.0%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.4	9.8	-5.9%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	15	19	26.7%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	27	31	14.8%	28
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 15 days	7	9	28.6%	7
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	17.9	22.2	23.7%	13
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	10	-17.4%	14
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	0.0%	7.8%	-	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	76.7%	70.5%	-8.1%	88%
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%	275.0%	125.0%	-54.5%	214.6%
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	1.5%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	69.1%	63.6%	-8.0%	66.9%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	30.9%	36.4%	17.8%	33.1%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	32.9%	35.0%	6.4%	32.5%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	30.6%	29.3%	-4.3%	32.4%
Percent of registration renewals conducted through mail	M	Increase	> 42%	36.5%	35.7%	-2.2%	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, February and March.

**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.

(Mobile Units were not deployed in March due to COVID-19)