

MVC - Key Performance Indicators

Revised 7/30/2021

New Jersey Motor Vehicle Commission							
Performance Indicators - November 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%	93.2%	88.3%	-5.2%	92.0%
Average number of bus safety inspections per person per day****	M	Increase	5/day	5.4	5.4	-0.6%	5.0
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	4.9	4.4	-11.6%	7
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	3	2	-33.3%	11
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	2	3	50.0%	15
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 15 days	2	2	0.0%	5
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	70.1	65.8	-6.1%	52
To provide a response from an email (business days)	M	Maintain	1 day	1	1	29.0%	1
To provide a response from a letter (business days)	M	Maintain	10 days	10	11	10.0%	13
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	10.3%	9%	-15.0%	6%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	92.6%	70.8%	-23.5%	76%
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%	50.0%	25.0%	-50.0%	113.9%
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%	47.6%	16.7%	-65.0%	32.7%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	61.9%	58.0%	-6.3%	64.6%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	38.1%	42.0%	10.2%	35.4%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	54.1%	50.5%	-6.5%	43.3%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	13.8%	8.0%	-41.9%	19.5%
Percent of registration renewals conducted through mail	M	Increase	> 42%	32.1%	41.4%	28.9%	37.3%
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 2020 data.

***Mobile Units have 9 month deployment schedules to avoid/allow for winter weather conditions.