

MVC - Key Performance Indicators

Revised 9/6/2016

New Jersey Motor Vehicle Commission Performance Indicators - April 2016 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%	-	-	-	81.3%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.0	5.2	4.6%	5.1
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	13.6	11.9	-12.4%	10
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	16	20	25.0%	15
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	60	70	16.7%	54
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 15 days	1	1	0.0%	1
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	5.3	7.3	37.1%	6
To receive a response from an email (business days)	M	Maintain	1 day	1	1	0.0%	1
To receive a response from a letter (business days)	M	Maintain	10 days	10	10	0.0%	10
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	1%	0%	-100.0%	2%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	90.1%	88.4%	-2.0%	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 5 training classes to law enforcement per month)	M	Increase	100%	100.0%	80.0%	-20.0%	78.5%
Service Delivery Levels - Field Agency Wait Time							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	15 minutes	-	-	-	-
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	91.9%	91.1%	-0.9%	92.9%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	8.1%	8.9%	10.5%	7.1%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 40%	27.2%	27.7%	1.6%	27.3%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	33.1%	32.0%	-3.3%	32.0%
Percent of registration renewals conducted through mail	M	Increase	> 37%	38.0%	38.4%	1.1%	38.9%
Improve Financial Sustainability							
Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**	Q	Increase	\$1MM	\$1,166,451	\$1,166,451	0.0%	\$ 1,166,451
Percent of manually processed data inquiries that are paid for by the MVC	M	Decrease	10%	45.2%	46.5%	3.0%	42.7%

* Motorcycle training and testing services do not operate from October through March.

** Dollar figures reset to zero at the new fiscal year. Last 12 month average does not apply