

MVC - Key Performance Indicators

Revised 1/9/2018

New Jersey Motor Vehicle Commission Performance Indicators - July 2017 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%	84.3%	81.6%	-3.2%	85.8%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	5.0	1.0%	6.4
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	7.9	10.4	31.3%	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	19	35.7%	12
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	46	51	10.9%	54
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	5	8	60.0%	2
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	7.7	9.2	20.2%	9
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%	1.3%	5.8%	360.2%	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	90.1%	89.0%	-1.2%	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%	100.0%	40.0%	-60.0%	86.7%
Service Delivery Levels - Field Agency Wait Time							
Average customer wait time to be served at a field agency (Data not yet available)		Decrease	n/a	-	-	-	
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	63.6%	64.1%	0.8%	65.7%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	36.4%	35.9%	-1.4%	34.3%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	31.2%	30.7%	-1.6%	30.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	29.6%	29.7%	0.1%	30.8%
Percent of registration renewals conducted through mail	M	Increase	> 42%	37.5%	38.0%	1.4%	37.5%
Improve Financial Sustainability							
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year	M	Maintain	100%	98.8%	98.8%	0.0%	98.8%

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