

MVC - Key Performance Indicators

Revised 7/30/2021

<b>New Jersey Motor Vehicle Commission</b>							
<b>Performance Indicators - September 2020 Reporting</b>							
	Frequency	Desired Trend	Target	Prior Period	Current Period	% Change	Last 12 Month Average
<b>Improve Driver and Vehicle Safety</b>							
Percent of participants who pass the motorcycle certified rider safety course.*	M	Increase	100%	93.6%	84.9%	-9.3%	90.7%
Average number of bus safety inspections per person per day	M	Increase	5/day	6.0	5.3	-11.4%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	5.2	5.2	-0.4%	8
<b>Service Delivery Levels - Driver Testing</b>							
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	M	Decrease	< 20 days	8	4	-50.0%	15
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 30 days	7	5	-28.6%	21
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)	M	Decrease	< 15 days	3	2	-33.3%	5
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	1 minute	96.4	69.0	-28.4%	40
To provide a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	7.7%	1
To provide a response from a <b>letter</b> (business days)	M	Maintain	10 days	12	14	21.7%	14
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	8.7%	6%	-31.6%	4%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	94.6%	54.5%	-42.3%	78%
<b>Improve Customer Identification and Document Security</b>							
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%	75.0%	-25.0%	191.7%
<b>Service Delivery Levels - Field Agency Wait Time</b>							
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%	9.5%	63.6%	568.2%	21.6%
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	54.9%	64.0%	16.6%	66.2%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	45.1%	36.0%	-20.2%	33.8%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	54.7%	51.1%	-6.6%	38.7%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	8.8%	10.9%	23.5%	24.3%
Percent of registration renewals conducted through mail	M	Increase	> 42%	36.5%	38.0%	4.3%	37.0%
<b>Improve Financial Sustainability</b>							
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.