

MVC - Key Performance Indicators

Revised 2/23/2018

New Jersey Motor Vehicle Commission Performance Indicators - December 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%	-	-	-	86.7%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.9	4.8	-2.3%	4.9
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	7.3	9.3	27.0%	8
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	21	21	0.0%	15
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	47	47	0.0%	49
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	7	7	0.0%	5
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	7.7	2.8	-64.3%	8
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%	0.0%	0.0%	0.0%	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	96.4%	91.4%	-5.2%	92%
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%	80.0%	-20.0%	85.0%
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%	76.3%	81.5%	6.8%	69.5%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	23.7%	18.5%	-21.8%	30.5%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	34.5%	35.7%	3.5%	31.2%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	34.8%	32.8%	-5.7%	30.9%
Percent of registration renewals conducted through mail	M	Increase	> 42%	28.9%	29.9%	3.4%	36.3%
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.