

MVC - Key Performance Indicators

Revised 2/23/2018

New Jersey Motor Vehicle Commission Performance Indicators - January 2018 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%	-	-	-	85.4%
Average number of bus safety inspections per person per day	M	Increase	5/day	4.8	4.4	-8.2%	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.3	8.6	-7.6%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	21	24	14.3%	17
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	47	42	-10.6%	48
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	7	6	-14.3%	6
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	2.8	6.5	136.4%	7
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%	2.8%	-	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	91.4%	91.7%	0.3%	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%	80.0%	60.0%	-25.0%	81.7%
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%	81.5%	81.3%	-0.2%	70.8%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	18.5%	18.7%	0.9%	29.2%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	35.7%	29.3%	-18.1%	31.1%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	32.8%	26.8%	-18.3%	30.9%
Percent of registration renewals conducted through mail	M	Increase	> 42%	29.9%	42.2%	41.1%	36.4%
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.