

MVC - Key Performance Indicators

Revised 11/18/2020

New Jersey Motor Vehicle Commission Performance Indicators - July 2020 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%	n/a	94.0%	n/a	92.8%
Average number of bus safety inspections per person per day****	M	Increase	5/day	n/a	n/a	n/a	4.8
Wait time for an emissions inspection at an MVC inspection lane****	M	Decrease	8 minutes	n/a	n/a	n/a	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	n/a	9	n/a	18
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	n/a	8	n/a	24
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 15 days	n/a	3	n/a	6
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	n/a	93.55	n/a	31
To provide a response from an email (business days)	M	Maintain	1 day	n/a	1.1	n/a	1
To provide a response from a letter (business days)	M	Maintain	10 days	n/a	18.00	n/a	14
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	n/a	0.1	n/a	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	n/a	47.4%	n/a	78%
Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	M	Increase	100%	n/a	100.0%	n/a	100.0%
Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month)	M	Increase	100%	n/a	50.0%	n/a	205.0%
Service Delivery Levels - Field Agency Wait Time							
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%	n/a	30.4%	n/a	6.5%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	n/a	63.4%	n/a	66.6%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	n/a	36.6%	n/a	33.4%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	n/a	46.0%	n/a	35.2%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	n/a	8.9%	n/a	27.4%
Percent of registration renewals conducted through mail	M	Increase	> 42%	n/a	45.1%	n/a	37.4%
Improve Financial Sustainability							
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.

****Critical reports for inspection data have not been received since the onset of COVID in the US.