

MVC - Key Performance Indicators

Revised 7/30/2021

New Jersey Motor Vehicle Commission Performance Indicators - October 2020 Reporting							
	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%	84.9%	93.2%	9.8%	90.9%
Average number of bus safety inspections per person per day****	M	Increase	5/day	5.3	5.4	1.3%	5.0
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	5.2	4.9	-5.7%	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	4	3	-25.0%	13
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	< 30 days	5	2	-60.0%	18
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)	M	Decrease	< 15 days	2	2	0.0%	5
<b>Service Delivery Levels - Correspondence Response Times</b>							
To speak with a representative for <b>general</b> information	M	Decrease	1 minute	69.0	70.1	1.5%	46
To provide a response from an <b>email</b> (business days)	M	Maintain	1 day	1	1	0.6%	1
To provide a response from a <b>letter</b> (business days)	M	Maintain	10 days	14	10	-28.6%	13
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	5.9%	10%	73.8%	5%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	54.5%	92.6%	69.8%	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%	75.0%	50.0%	-33.3%	147.2%
<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%	59.1%	47.6%	-19.4%	30.2%
<b>Service Delivery Levels - License Renewals</b>							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	64.0%	61.9%	-3.2%	69.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	36.0%	38.1%	5.7%	31.0%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>							
Percent of registration renewals conducted online	M	Increase	> 38%	51.1%	54.1%	5.8%	41.2%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	10.9%	13.8%	27.2%	22.2%
Percent of registration renewals conducted through mail	M	Increase	> 42%	38.0%	32.1%	-15.5%	36.7%
<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.