

MVC - Key Performance Indicators

Revised 1/17/2018

New Jersey Motor Vehicle Commission Performance Indicators - August 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%	81.6%	83.8%	2.6%	86.0%
Average number of bus safety inspections per person per day	M	Increase	5/day	5.0	4.9	-1.4%	6.1
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	10.4	8.1	-22.3%	8
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	19	20	5.3%	13
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 45 days	51	49	-3.9%	53
To receive a scheduled road test for a motorcycle drivers license (calendar days)*	M	Decrease	< 10 days	8	10	25.0%	3
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	5 minute	9.2	6.4	-31.0%	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%	5.8%	1.4%	-76.0%	3%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	89.0%	93.4%	4.9%	90%
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%	40.0%	40.0%	0.0%	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%	64.1%	67.6%	5.5%	66.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	35.9%	32.4%	-9.9%	34.0%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	30.7%	29.9%	-2.4%	30.1%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	29.7%	32.1%	8.1%	30.7%
Percent of registration renewals conducted through mail	M	Increase	> 42%	38.0%	36.0%	-5.2%	37.6%
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.