

MVC - Key Performance Indicators

Revised 11/18/2020

New Jersey Motor Vehicle Commission Performance Indicators - April 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	n/a	n/a	104.6%
Average number of bus safety inspections per person per day	M	Increase	5/day	3.9	n/a	n/a	4.8
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	9.8	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	19	n/a	n/a	21
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	31	n/a	n/a	28
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 15 days	9	n/a	n/a	7
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	22.2	n/a	n/a	13
To provide a response from an email (business days)	M	Maintain	1 day	1	n/a	n/a	1
To provide a response from a letter (business days)	M	Maintain	10 days	10	n/a	n/a	14
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	7.8%	n/a	n/a	1%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	70.5%	n/a	n/a	88%
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%	n/a	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%	125.0%	n/a	n/a	214.6%
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	n/a	n/a	1.5%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	63.6%	n/a	n/a	66.9%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	36.4%	n/a	n/a	33.1%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	35.0%	n/a	n/a	32.4%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	29.3%	n/a	n/a	32.4%
Percent of registration renewals conducted through mail	M	Increase	> 42%	35.7%	n/a	n/a	35.1%
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%

* 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 2019 data.

***Mobile Units have 9 month deployment schedules to avoid/allow for winter weather conditions.

Last 12 month average includes months from April 2019 - March 2020

Due to the public health emergency, all MVC facilities were closed this month to mitigate the spread of COVID-19