

MVC - Key Performance Indicators

Revised 7/30/2021

New Jersey Motor Vehicle Commission							
Performance Indicators - December 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%	88.3%	90.8%	2.7%	90.8%
Average number of bus safety inspections per person per day****	M	Increase	5/day	5.4	5.0	-7.1%	5.1
Wait time for an emissions inspection at an MVC inspection lane	M	Decrease	8 minutes	4.4	5.7	31.0%	7
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	< 20 days	2	3	50.0%	9
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	< 30 days	3	2	-33.3%	12
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	< 15 days	2	0	-100.0%	4
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	M	Decrease	1 minute	65.8	71.5	8.6%	58
To provide a response from an email (business days)	M	Maintain	1 day	1	1	2.7%	1
To provide a response from a letter (business days)	M	Maintain	10 days	11	13	20.4%	13
Percent of medical review cases backlogged over 3 weeks.	M	Decrease	< 10%	8.7%	17%	93.7%	8%
Percent completion rate of those attending mandatory Probationary Driver Program Training	M	Increase	100%	70.8%	69.6%	-1.7%	73%
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%	25.0%	100.0%	300.0%	113.9%
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%	16.7%	18.2%	9.1%	30.3%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	< 65%	58.0%	67.7%	16.7%	63.9%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	> 35%	42.0%	32.3%	-23.1%	36.1%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	M	Increase	> 38%	50.5%	57.1%	13.0%	45.8%
Percent of registration renewals conducted at local agency offices	M	Decrease	< 20%	8.0%	9.3%	15.6%	16.5%
Percent of registration renewals conducted through mail	M	Increase	> 42%	41.4%	33.6%	-18.9%	37.7%
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.