New Jersey Motor Vehicle Commission Performance Indicators - September 2019 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.*	М	Increase	100%	93.4%	96.8%	3.7%	88.8%
Average number of bus safety inspections per person per day	М	Increase	5/day	4.8	5.1	6.5%	4.9
Wait time for an emissions inspection at an MVC inspection lane	М	Decrease	8 minutes	10.2	9.5	-7.2%	9
Service Delivery Levels - Driver Testing							
To receive a scheduled road test for a class D drivers license (calendar days)	М	Decrease	< 20 days	21	22	4.8%	21
To receive a scheduled road test for a CDL drivers license (calendar days)	М	Decrease	< 45 days	29	28	-3.4%	29
To receive a scheduled road test for a motorcycle drivers license (calendar days)	М	Decrease	< 10 days	7	6	-14.3%	6
Service Delivery Levels - Correspondence Response Times							
To speak with a representative for general information	М	Decrease	5 minute	9.6	10.4	8.9%	8
To provide a response from an email (business days)	М	Maintain	1 day	1	1	0.0%	1
To provide a response from a letter (business days)	М	Maintain	10 days	12	14	18.3%	13
Percent of medical review cases backlogged over 3 weeks.	М	Decrease	< 10%	0.0%	0.0%	-	0%
Percent completion rate of those attending mandatory Probationary Driver Program Training	М	Increase	100%	92.1%	91.8%	-0.3%	91%
Improve Customer Identification and Document Security							
Percent of suspected facial image fraud forwarded for action within the month of discovery	М	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)	М	Increase	100%	100.0%	350.0%	250.0%	187.5%
Service Delivery Levels - Field Agency Wait Time							
Average customer wait time to be served at a field agency (Data not yet available)	М	Decrease	n/a	-	-	-	
Percent of operating time mobile units are deployed***	М	Increase	> 85%	0.0%	0.0%	-	15.7%
Service Delivery Levels - License Renewals							
Percent of qualifying mail-in license renewals processed at agency offices	М	Decrease	< 65%	60.1%	66.0%	9.8%	67.0%
Percent of qualifying mail-in license renewals processed through the mail	М	Increase	> 35%	39.9%	34.0%	-14.7%	33.0%
Service Delivery Levels - Vehicle Registration Renewal							
Percent of registration renewals conducted online	М	Increase	> 38%	29.9%	33.7%	12.7%	31.8%
Percent of registration renewals conducted at local agency offices	М	Decrease	< 20%	33.6%	32.8%	-2.3%	32.8%
Percent of registration renewals conducted through mail	М	Increase	> 42%	36.5%	33.5%	-8.3%	35.4%
Improve Financial Sustainability			1000/	100.001			100.001
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%

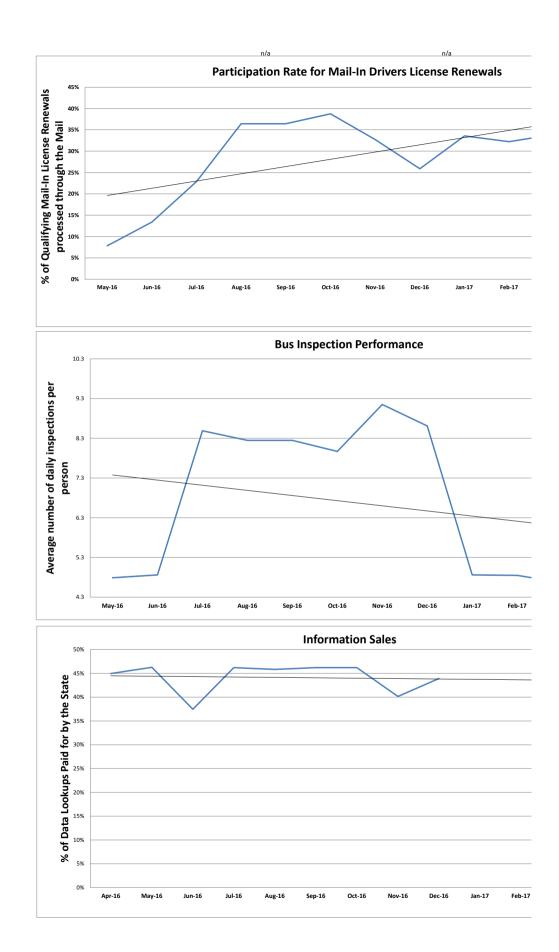
n/a = not applicable at this time

* Motorcycle training and testing services do not operate during the months of January and February.

**Grant data is updated annually every June for current period. Prior period performance is as of June 2019 data.

***Mobile Units have 10 month deployment schedules to avoid/allow for winter weather conditions.

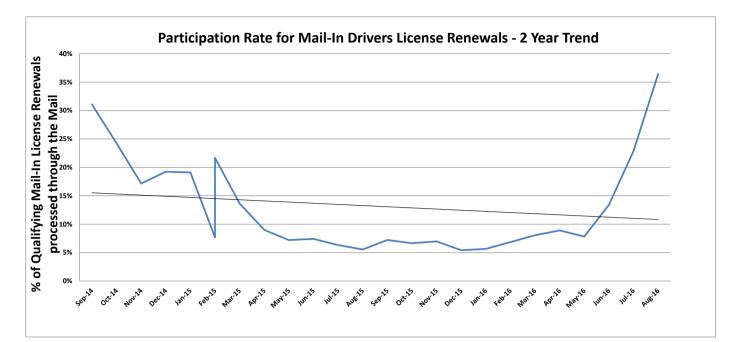
			Source	Data - Hidden Sectio	n				
Michelle Morales	PDP completion rate		PDP		1			NSC Scheduled	208
								NSC Completed	191
Michelle Morales	Motorcycle Safety Course completio	on rate	Motorcycle		# Waived			541	
					# Participants		-	559	9
Michelle Morales	Backlogged Medical Review cases		Medical Review	Previous Month Ba	-		0		
				Current Month Re Current End-of-Mo			491 0		
Roy Queenan	Average Speed of Answer, including	Ring time	GI Line	Current Lind-OI-Ivic	Minutes	10	U	2	6 10.4
Roy Queenan	Email Data Response Time				Received		Responded	86	
-,	Letters: Days Overdue					4.20			
Michael Hall	Class D Road Test					22			
	CDL Road Test					28			
	Motorcycle Road Test					6			
Nora Wolcott							Total Requested	Conferences	664
ł							Denials	a Ta Da Cabadulad	198
								ng To Be Scheduled duled for Next Month	426
Philip Fink			License Renewals	Agency	212,596	66.0%	Total com: Senet		420
			License henewais	Mail	109,605	34.0%			
				Total	322,201				
Philip Fink - IT Ad I	Hoc Request at 1st of each month		Registrations	Online	<u>396,540</u>	34%			
				Agency	365,764	31%			
				Mail	394,720	34%			
				3rd Party	21,193	2%			
				Total	1 178 217				
				Total	1,178,217				
Paula Bryant	Emission Inspection Wait Time		9.40		1,178,217				
Paula Bryant Paula Bryant	Emission Inspection Wait Time Bus Inpections / person		9.40	5	1,178,217				
				5	1,178,217				
Paula Bryant	Bus Inpections / person			5 9 Monthly Goal -	1,178,217		Total	<mark>6,654</mark>	
Paula Bryant Dan Pilla	Bus Inpections / person Facial recognition			Monthly Goal - Professional Org	4		Cleared	6,575	
Paula Bryant Dan Pilla	Bus Inpections / person Facial recognition			Monthly Goal - Professional Org Academy	4 1 2		Cleared Admin	6,575 74	
Paula Bryant Dan Pilla	Bus Inpections / person Facial recognition			Monthly Goal - Professional Org Academy Local	4 1 2 0		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla	Bus Inpections / person Facial recognition			Monthly Goal - Professional Org Academy Local County	4 1 2 0 1		Cleared Admin	6,575 74 5	
Paula Bryant Dan Pilla	Bus Inpections / person Facial recognition			Monthly Goal - Professional Org Academy Local County State	4 1 2 0 1 10		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla	Bus Inpections / person Facial recognition			Monthly Goal - Professional Org Academy Local County State Federal	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla JimCliff/Megan	Bus Inpections / person Facial recognition Document Fraud Training			Monthly Goal - Professional Org Academy Local County State	4 1 2 0 1 10		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training Number of Non-Fee Based Lookups			Monthly Goal - Professional Org Academy Local County State Federal	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla	Bus Inpections / person Facial recognition Document Fraud Training Number of Non-Fee Based Lookups			Monthly Goal - Professional Org Academy Local County State Federal	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training Number of Non-Fee Based Lookups	2		Monthly Goal - Professional Org Academy Local County State Federal Total	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training <u>Number of Non-Fee Based Lookups</u> Puskar		5.09 1,924 1,020	Monthly Goal - Professional Org Academy Local County State Federal Total	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training <u>Number of Non-Fee Based Lookups</u> Yuskar AU No Fee Teletype AU No Fee Abstract CIU No-Fee		5.0	Monthly Goal - Professional Org Academy Local County State Federal Total	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	3,435
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training <u>Number of Non-Fee Based Lookups</u> Puskar AU No Fee Teletype AU No Fee Abstract CIU No-Fee <u>Number of Fee Based Lookups</u>	ts	5.0 1,92 1,02 48	Monthly Goal - Professional Org Academy Local County State Federal Total 5 Subtotal	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	3,435
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training <u>Number of Non-Fee Based Lookups</u> Puskar AU No Fee Teletype AU No Fee Abstract CIU No-Fee <u>Number of Fee Based Lookups</u> CIU Cert./Non-Cert.	ts	5.0 1,92 1,02 48 1,41	Monthly Goal - Professional Org Academy Local County State Federal Total 5 Subtotal	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	3,435
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training Number of Non-Fee Based Lookups vuskar AU No Fee Teletype AU No Fee Abstract CIU No-Fee <u>Number of Fee Based Lookups</u> CIU Cert./Non-Cert. AU \$15 Cert (5 Year	r)	5.09 1,924 1,020 489 1,413 14	Monthly Goal - Professional Org Academy Local County State Federal Total 5 Subtotal	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	3,435
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training Number of Non-Fee Based Lookups Puskar AU No Fee Teletype AU No Fee Abstract CIU No-Fee <u>Number of Fee Based Lookups</u> CIU Cert./Non-Cert. AU \$15 Cert (5 Year AU \$15 Cert Abstra	r) ct (Complete)	5.09 1,924 1,020 488 1,413 1900	Monthly Goal - Professional Org Academy Local County State Federal Total Subtotal	4 1 2 0 1 10 0		Cleared Admin Fraud	6,575 74 5	
Paula Bryant Dan Pilla JimCliff/Megan BB104	Bus Inpections / person Facial recognition Document Fraud Training Number of Non-Fee Based Lookups Puskar AU No Fee Teletype AU No Fee Abstract CIU No-Fee Number of Fee Based Lookups CIU No-Fee Number of Fee Based Lookups CIU Cert./Non-Cert. AU \$15 Cert {5 Year AU \$15 Cert Abstrart Total AU related do	r) ct (Complete)	5.09 1,924 1,020 488 1,413 1900 134	Monthly Goal - Professional Org Academy Local County State Federal Total 5 Subtotal	4 1 2 0 1 10 0 14		Cleared Admin Fraud	6,575 74 5	3,435

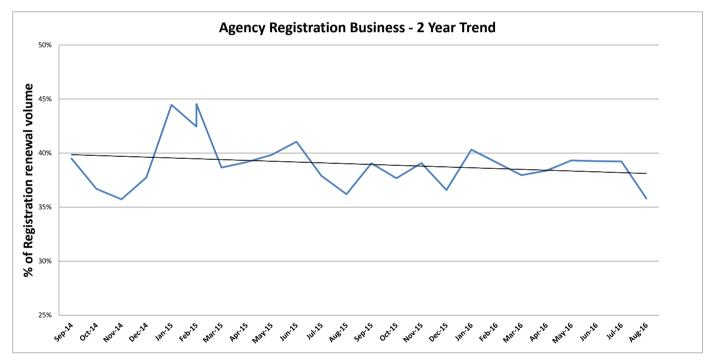


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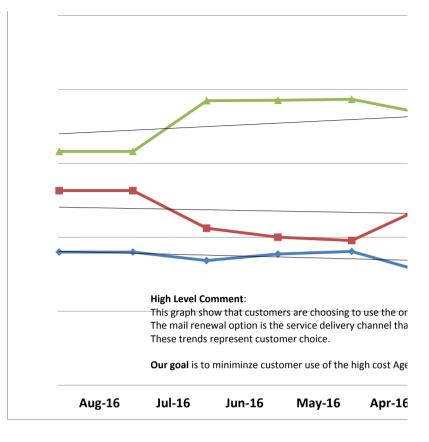


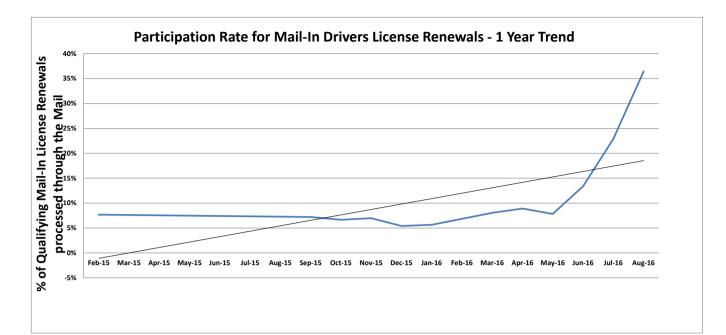


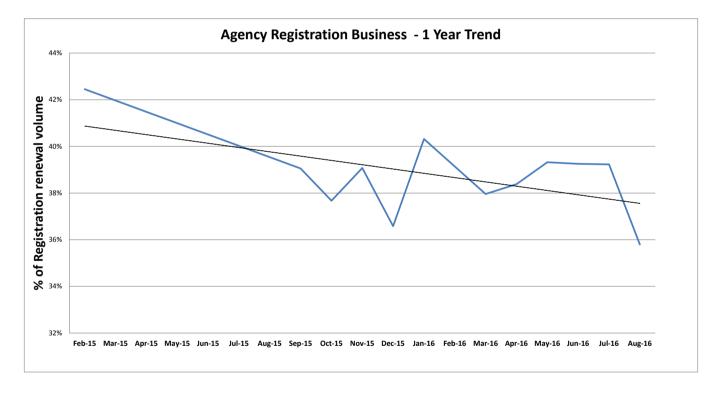


New		Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-15	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15	Aug-15	Jul-15	Jun-15
	Online	29%	29%	28%	29%	29%	28%	27%	27%	30%	28%	28%	28%	26%	28%	26%	26%
	Agency	33%	33%	31%	30%	30%	32%	33%	29%	28%	34%	31%	33%	33%	34%	34%	31%
	Mail	36%	36%	39%	39%	39%	38%	38%	42%	40%	37%	39%	38%	39%	36%	38%	41%

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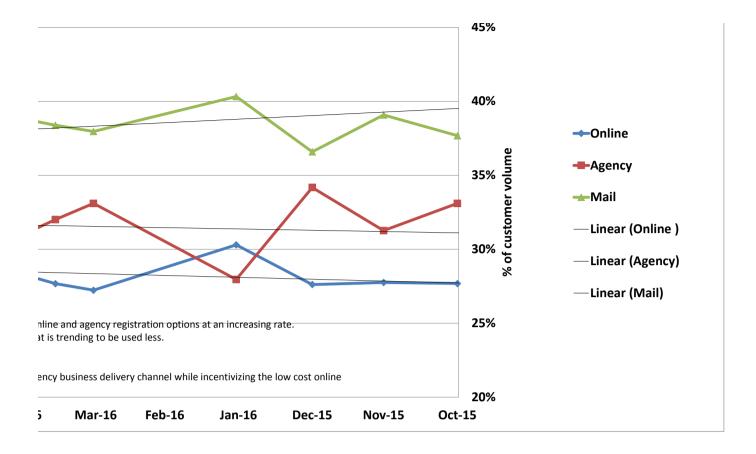




May-15	Apr-15	Mar-15	Feb-15	Jan-15	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13
28%	26%	26%	25%	28%	26%	28%	27%	26%	26%	24%	27%	25%	25%	24%	32%	32%	26%	26%
30%	33%	34%	29%	26%	34%	34%	34%	32%	32%	31%	32%	33%	31%	33%	34%	34%	32%	30%
40%	39%	39%	45%	44%	38%	36%	37%	40%	40%	43%	39%	40%	43%	41%	31%	31%	40%	42%

er Usage Trend for Registrations n by Business Delivery Channel

450/



Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12	Nov-12	Oct-12	Sep-12	Aug-12	Jul-12	Jun-12	May-12	Apr-12
25%	26%	26%	23%	27%	23%	23%	22%	26%	24%	26%	26%	23%	26%	24%	26%	26%	22%	27%
33%	30%	33%	32%	31%	33%	32%	32%	19%	25%	31%	31%	25%	27%	34%	32%	30%	29%	35%
40%	42%	39%	44%	40%	43%	43%	44%	53%	49%	42%	42%	51%	45%	40%	41%	43%	47%	37%

Mar-12	Feb-12	Jan-12	Dec-11	Nov-11	Oct-11	Sep-11	Aug-11	Jul-11	Jun-11	May-11	Apr-11	Mar-11	Feb-11	Jan-11	Dec-10	Nov-10	Oct-10
23%	24%	24%	26%	25%	26%	26%	23%	26%	24%	25%	27%	21%	21%	27%	25%	23%	24%
32%	31%	26%	33%	27%	30%	31%	26%	33%	26%	29%	32%	37%	28%	31%	31%	28%	32%
44%	43%	48%	39%	46%	42%	42%	49%	39%	48%	45%	40%	42%	49%	41%	43%	47%	43%