## New Jersey Motor Vehicle Commission

### Performance Indicators - January 2012 reporting

### Improve Driver and Vehicle Safety

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>66.5%</td>
<td>68.4%</td>
<td>2.8%</td>
<td>66%</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>10%</td>
<td>0.1%</td>
<td>0.0%</td>
<td>-100.0%</td>
<td>6%</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>7</td>
<td>5.0%</td>
<td>3.9%</td>
<td>-22.6%</td>
<td>4.5</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>5 min</td>
<td>8.8%</td>
<td>9.6%</td>
<td>10.0%</td>
<td>11.6</td>
</tr>
</tbody>
</table>

### Service Delivery Levels - Driver Testing

- To receive a scheduled road test for a **class D** drivers license (calendar days)
  - m Decrease 10 15 13 -13.3% 16
- To receive a scheduled road test for a **CDL** drivers license (calendar days)
  - m Decrease 5 30 35 16.7% 26
- To receive a scheduled road test for a **Motorcycle** drivers license (calendar days)
  - m Decrease 10 2 4 100.0% 15

### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information (minutes)
  - m Decrease 1 min 0.95 2.0 110.5% 3
- To speak with a representative for **surcharge** processing (minutes)
  - m Decrease 5 min 9.2 13.3 45.5% 20
- 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
- To receive a scheduled driver **conference** (calendar days)
  - m Decrease 10 9 10 7.1% 6

### Improve Customer Identification and Document Security

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>86.7%</td>
<td>98.3%</td>
<td>11.7%</td>
<td>98%</td>
</tr>
</tbody>
</table>

### Service Delivery Levels - Field Agency Wait Time

- Average customer wait time to be served at a field agency (Data not yet available)
  - Decrease 15 min - - -

### Service Delivery Levels - Vehicle Registration Business

- Percent of registrations conducted online
  - m Increase 60% 26.0% 24.5% -5.7% 25%
- Percent of registrations conducted at local agency offices
  - m decrease 10% 32.8% 26.3% -19.6% 30%
- Percent of registrations conducted through mail
  - m decrease 28% 39.3% 47.8% 21.7% 44%
- Percent of registrations conducted by third party vendors
  - m Increase 2% 2.0% 1.4% -30.9% 1%

### Improve Financial Sustainability

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>q</td>
<td>Increase</td>
<td>$1MM</td>
<td>$4,197,520</td>
<td>$4,197,520</td>
<td>0.0%</td>
<td>$4,197,520</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>10%</td>
<td>75.2%</td>
<td>73.9%</td>
<td>-1.8%</td>
<td>56%</td>
</tr>
</tbody>
</table>

* Vendor provided rider safety course is not available in the winter months.