## New Jersey Motor Vehicle Commission
### Performance Indicators - May 2012 reporting

<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>63.1%</td>
<td>71.6%</td>
<td>13.6%</td>
<td>66%</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>10%</td>
<td>8.9%</td>
<td>5.6%</td>
<td>-37.6%</td>
<td>6%</td>
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<tr>
<td>m</td>
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<td>4.3</td>
<td>8.0%</td>
<td>4.3</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>5 min</td>
<td>8.9</td>
<td>7.7</td>
<td>-13.3%</td>
<td>11.7</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>10</td>
<td>9</td>
<td>11</td>
<td>22.2%</td>
<td>12</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>10</td>
<td>91</td>
<td>118</td>
<td>28.9%</td>
<td>30</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>10%</td>
<td>17%</td>
<td>15%</td>
<td>-13.2%</td>
<td>18%</td>
</tr>
<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>160.0%</td>
<td>178.3%</td>
<td>18.3%</td>
<td>84%</td>
</tr>
<tr>
<td>m</td>
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<td>60%</td>
<td>26.8%</td>
<td>22.4%</td>
<td>-16.2%</td>
<td>25%</td>
</tr>
<tr>
<td>m</td>
<td>decrease</td>
<td>10%</td>
<td>34.7%</td>
<td>28.9%</td>
<td>-16.7%</td>
<td>30%</td>
</tr>
<tr>
<td>m</td>
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<td>36.6%</td>
<td>46.9%</td>
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<td>44%</td>
</tr>
<tr>
<td>m</td>
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<td>2%</td>
<td>1.9%</td>
<td>1.7%</td>
<td>-9.8%</td>
<td>2%</td>
</tr>
<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>53.9%</td>
<td>48.9%</td>
<td>-9.3%</td>
<td>58%</td>
</tr>
</tbody>
</table>

### Improve Driver and Vehicle Safety
- Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training
  - Frequency: m
  - Desired Trend: Increase
  - Target: 100%
  - Prior Period: 63.1%
  - Current Period: 71.6%
  - % Change: 13.6%
  - Last 12 Month Average: 66%
- Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*
  - Frequency: m
  - Desired Trend: Increase
  - Target: 10%
  - Prior Period: 8.9%
  - Current Period: 5.6%
  - % Change: -37.6%
  - Last 12 Month Average: 6%
- Average number of bus safety inspections per person (Daily rate)
  - Frequency: m
  - Desired Trend: Increase
  - Target: 7
  - Prior Period: 4.0
  - Current Period: 4.3
  - % Change: 8.0%
  - Last 12 Month Average: 4.3
- Wait time for an emissions inspection at an MVC inspection lane (minutes)
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 5 min
  - Prior Period: 8.9 min
  - Current Period: 7.7 min
  - % Change: -13.3%
  - Last 12 Month Average: 11.7

### Service Delivery Levels - Driver Testing
- To receive a scheduled road test for a class D drivers license (calendar days)
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 10
  - Prior Period: 13
  - Current Period: 22
  - % Change: 69.2%
  - Last 12 Month Average: 16
- To receive a scheduled road test for a CDL drivers license (calendar days)
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 5
  - Prior Period: 36
  - Current Period: 78
  - % Change: 116.7%
  - Last 12 Month Average: 33
- To receive a scheduled road test for a Motorcycle drivers license (calendar days)
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 10
  - Prior Period: 9
  - Current Period: 11
  - % Change: 22.2%
  - Last 12 Month Average: 12

### Service Delivery Levels - Correspondence Response Times
- To speak with a representative for general information (minutes)
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 1 min
  - Prior Period: 2.6 min
  - Current Period: 2.3 min
  - % Change: -12.8%
  - Last 12 Month Average: 3
- To speak with a representative for surcharge processing (minutes)
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 5 min
  - Prior Period: 16.2 min
  - Current Period: 16.9 min
  - % Change: 4.1%
  - Last 12 Month Average: 17
- To receive a response from an email (business days)
  - Frequency: m
  - Desired Trend: Maintain
  - Target: 1 day
  - Prior Period: 1 day
  - Current Period: 1 day
  - % Change: 0.0%
  - Last 12 Month Average: 1
- To receive a response from a letter (business days)
  - Frequency: m
  - Desired Trend: Maintain
  - Target: 10 days
  - Prior Period: 10 days
  - Current Period: 10 days
  - % Change: 0.0%
  - Last 12 Month Average: 10
- To receive a scheduled driver conference (calendar days)
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 10
  - Prior Period: 91
  - Current Period: 118
  - % Change: 28.9%
  - Last 12 Month Average: 30
- Percent of medical review cases backlogged over 3 weeks.
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 10%
  - Prior Period: 17%
  - Current Period: 15%
  - % Change: -13.2%
  - Last 12 Month Average: 18%

### Service Delivery Levels - Field Agency Wait Time
<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>
</table>

### Service Delivery Levels - Vehicle Registration Business
- Percent of registrations conducted online
  - Frequency: m
  - Desired Trend: Increase
  - Target: 60%
  - Prior Period: 26.8%
  - Current Period: 22.4%
  - % Change: -16.2%
  - Last 12 Month Average: 25%
- Percent of registrations conducted at local agency offices
  - Frequency: m
  - Desired Trend: decrease
  - Target: 10%
  - Prior Period: 34.7%
  - Current Period: 28.9%
  - % Change: -16.7%
  - Last 12 Month Average: 30%
- Percent of registrations conducted through mail
  - Frequency: m
  - Desired Trend: decrease
  - Target: 28%
  - Prior Period: 36.6%
  - Current Period: 46.9%
  - % Change: 28.2%
  - Last 12 Month Average: 44%
- Percent of registrations conducted by third party vendors
  - Frequency: m
  - Desired Trend: increase
  - Target: 2%
  - Prior Period: 1.9%
  - Current Period: 1.7%
  - % Change: -9.8%
  - Last 12 Month Average: 2%

### Improve Customer Identification and Document Security
- Percent of suspected facial image fraud forwarded for action within the month of discovery
  - Frequency: m
  - Desired Trend: Increase
  - Target: 100%
  - Prior Period: -
  - Current Period: -
  - % Change: -
  - Last 12 Month Average: -
- Percent of all major stakeholders trained in fraud/forgery prevention (YTD cumulative)
  - Frequency: m
  - Desired Trend: Increase
  - Target: 100%
  - Prior Period: 160.0%
  - Current Period: 178.3%
  - % Change: 18.3%
  - Last 12 Month Average: 84%

### Improve Financial Sustainability
- Total Federal Grant Dollars Awarded (YTD)
  - Frequency: q
  - Desired Trend: Increase
  - Target: $1MM
  - Prior Period: $4,197,520
  - Current Period: $4,197,520
  - % Change: 0.0%
  - Last 12 Month Average: $4,197,520
- Percent of processed data inquiries which are paid for by the State
  - Frequency: m
  - Desired Trend: Decrease
  - Target: 10%
  - Prior Period: 53.9%
  - Current Period: 48.9%
  - % Change: -9.3%
  - Last 12 Month Average: 58%

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