### New Jersey Motor Vehicle Commission

#### Performance Indicators - July 2012 Reporting

<table>
<thead>
<tr>
<th>Improve Driver and Vehicle Safety</th>
<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>Percent completion rate of those individuals scheduled to attend Probationary Driver Improvement Training</td>
<td>m</td>
<td>Increase 100%</td>
<td>64.8%</td>
<td>65.8%</td>
<td></td>
<td>1.5%</td>
<td>65.8%</td>
</tr>
<tr>
<td>Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*</td>
<td>m</td>
<td>Increase 10%</td>
<td>10.0%</td>
<td>12.3%</td>
<td>23.3%</td>
<td>7.0%</td>
<td></td>
</tr>
<tr>
<td>Average number of bus safety inspections per person (Daily rate)</td>
<td>m</td>
<td>Increase 7</td>
<td>4.0</td>
<td>4.1</td>
<td>4.8%</td>
<td>4.3</td>
<td></td>
</tr>
<tr>
<td>Wait time for an emissions inspection at an MVC inspection lane (minutes)</td>
<td>m</td>
<td>Decrease 5 min</td>
<td>8.1</td>
<td>10.3</td>
<td>27.4%</td>
<td>10.0</td>
<td></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
  - Frequency: 126
  - Target: 26
  - Current Period: 26
  - % Change: 0.0%
  - Last 12 Month Average: 17

- To receive a scheduled road test for a CDL drivers license (calendar days)
  - m Decrease 5
  - Frequency: 70
  - Target: 32
  - Current Period: 37
  - % Change: -5.3%
  - Last 12 Month Average: 37

- To receive a scheduled road test for a Motorcycle drivers license (calendar days)
  - m Decrease 10
  - Frequency: 10
  - Target: 4
  - Current Period: 12
  - % Change: -6.0%
  - Last 12 Month Average: 12

#### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for general information (minutes)
  - m Decrease 1 min
  - Frequency: 3.1
  - Target: 4.5
  - Current Period: 4.3
  - % Change: 43.3%
  - Last 12 Month Average: 2.5

- To speak with a representative for surcharge processing (minutes)
  - m Decrease 5 min
  - Frequency: 18.7
  - Target: 14.3
  - Current Period: 14.5
  - % Change: -23.1%
  - Last 12 Month Average: 15.3

- To receive a response from an email (business days)
  - m Maintain 1 day
  - Frequency: 1
  - Target: 1
  - Current Period: 1
  - % Change: 0.0%
  - Last 12 Month Average: 1

- To receive a response from a letter (business days)
  - m Maintain 10 days
  - Frequency: 10
  - Target: 10
  - Current Period: 10
  - % Change: 0.0%
  - Last 12 Month Average: 10

- To receive a scheduled driver conference (calendar days)
  - m Decrease 10
  - Frequency: 130
  - Target: 68
  - Current Period: 46
  - % Change: -47.5%
  - Last 12 Month Average: 46

- Percent of medical review cases backlogged over 3 weeks
  - m Decrease 10%
  - Frequency: 6%
  - Target: 7%
  - Current Period: 7%
  - % Change: -26.0%
  - Last 12 Month Average: 17%

#### Improve Customer Identification and Document Security

- Percent of suspected facial image fraud forwarded for action within the month of discovery
  - m Increase 100%
  - Target: -
  - Current Period: -
  - % Change: -
  - Last 12 Month Average: -

- Percent of major stakeholders trained in fraud/forgery prevention (Goal is 5 per month)
  - m Increase 100%
  - Target: 180.0%
  - Current Period: 180.0%
  - % Change: 0.0%
  - Last 12 Month Average: 180.0%

#### Service Delivery Levels - Field Agency Wait Time

- Average customer wait time to be served at a field agency (Data not yet available)
  - m Maintain 0 min
  - Frequency: -
  - Target: -
  - Current Period: -
  - % Change: -
  - Last 12 Month Average: -

#### Service Delivery Levels - Vehicle Registration Business

- Percent of registrations conducted online
  - m Increase 60%
  - Target: 25.7%
  - Current Period: 25.7%
  - % Change: 1.1%
  - Last 12 Month Average: 24.9%

- Percent of registrations conducted at local agency offices
  - m decrease 10%
  - Target: 30.0%
  - Current Period: 31.6%
  - % Change: 5.3%
  - Last 12 Month Average: 30.3%

- Percent of registrations conducted through mail
  - m decrease 28%
  - Target: 42.9%
  - Current Period: 41.3%
  - % Change: -3.7%
  - Last 12 Month Average: 43.4%

- Percent of registrations conducted by third party vendors
  - m Increase 2%
  - Target: 1.4%
  - Current Period: 1.3%
  - % Change: -0.9%
  - Last 12 Month Average: 1.5%

#### Improve Financial Sustainability

- Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**
  - q Increase $1MM
  - Frequency: $4,197,520
  - Target: $50
  - Current Period: $0
  - % Change: 0.0%
  - Last 12 Month Average: -

- Percent of processed data inquiries which are paid for by the State
  - m Decrease 10%
  - Frequency: 50.3%
  - Target: 54.4%
  - Current Period: 8.1%
  - % Change: 58.5%

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

** Dollar figures reset to zero at the new fiscal year. Last 12 month average does not apply