## New Jersey Motor Vehicle Commission
### Performance Indicators - September 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</td>
<td>70%</td>
<td>65.2%</td>
<td>58.3%</td>
<td>-10.5%</td>
<td>65.1%</td>
</tr>
<tr>
<td>Percent completion rate of licensed motorcyclists who have passed a certified rider safety course.*</td>
<td>m</td>
<td>Increase</td>
<td>10%</td>
<td>8.5%</td>
<td>6.3%</td>
<td>-25.3%</td>
<td>7.6%</td>
</tr>
<tr>
<td>Average number of bus safety inspections per person (Daily rate)</td>
<td>m</td>
<td>Increase</td>
<td>5</td>
<td>4.3</td>
<td>4.4</td>
<td>3.5%</td>
<td>4.3</td>
</tr>
<tr>
<td>Wait time for an emissions inspection at an MVC inspection lane (minutes)</td>
<td>m</td>
<td>Decrease</td>
<td>5 min</td>
<td>7.6</td>
<td>6.8</td>
<td>-11.3%</td>
<td>8.9</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 | 23 | 20 | -13.0% | 18 |
- To receive a scheduled road test for a **CDL** drivers license (calendar days) | m | Decrease | 30 | 55 | 54 | -1.8% | 44 |
- To receive a scheduled road test for a **Motorcycle** drivers license (calendar days) | m | Decrease | 10 | 9 | 18 | 100.0% | 8 |

### Service Delivery Levels - Correspondence Response Times
- To speak with a representative for **general** information (minutes) | m | Decrease | 1 min | 3.6 | 4.1 | 14.9% | 2.7 |
- To speak with a representative for **surcharge** processing (minutes) | m | Decrease | 5 min | 3.7 | 4.4 | 19.2% | 12.7 |
- 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 | 30 | 126 | 137 | 8.1% | 67 |

### Percent of medical review cases backlogged over 3 weeks. | m | Decrease | 10% | 8% | 9% | 6.7% | 16% |

<table>
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<tr>
<th>Improve Customer Identification and Document Security</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 of suspected facial image fraud forwarded for action within the month of discovery</td>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Percent of major stakeholders trained in fraud/forgery prevention (Goal is 5 per month)</td>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>120.0%</td>
<td>220.0%</td>
<td>83.3%</td>
<td>178.3%</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% | 24.1% | 25.8% | 7.0% | 25.0% |
- Percent of registrations conducted at local agency offices | m | Decrease | 10% | 34.1% | 27.3% | -19.8% | 30.6% |
- Percent of registrations conducted through mail | m | Decrease | 28% | 40.0% | 45.1% | 12.8% | 42.9% |
- Percent of registrations conducted by third party vendors | m | Increase | 2% | 1.8% | 1.7% | -3.3% | 1.6% |

### Improve Financial Sustainability
- **Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**** | q | Increase | $1MM | $ | - | 50 | 0.0% | - |
- Percent of processed data inquiries which are paid for by the State | m | Decrease | 10% | 46.4% | 41.9% | -9.7% | 58.4% |

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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**