### New Jersey Motor Vehicle Commission
#### Performance Indicators - October 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>58.3%</td>
<td>61.1%</td>
<td>4.8%</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>6.3%</td>
<td>4.1%</td>
<td>-34.7%</td>
<td>5.2%</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>4.4</td>
<td>4.2</td>
<td>-5.4%</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>6.8</td>
<td>5.4</td>
<td>-19.9%</td>
<td>8.5</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     | 20           | 21            | 5.0%     | 18                    |
- To receive a scheduled road test for a CDL drivers license (calendar days) | m         | Decrease      | 30     | 54           | 41            | -24.1%   | 45                    |
- To receive a scheduled road test for a Motorcycle drivers license (calendar days) | m         | Decrease      | 10     | 18           | 17            | -5.6%    | 8                     |

#### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for general information (minutes) | m         | Decrease      | 1 min  | 4.1          | 4.1           | 0.4%     | 2.9                   |
- To speak with a representative for surcharge processing (minutes) | m         | Decrease      | 5 min  | 4.4          | 1.0           | -76.2%   | 11.8                  |
- 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                    |
- Percent of medical review cases backlogged over 3 weeks. | m         | Decrease      | 10%    | 9%           | 5%            | -47.3%   | 15%                   |

#### Improve Customer Identification and Document Security

- Percent of suspected facial image fraud forwarded for action within the month of discovery | m         | Increase      | 100%   | -            | -             | -        | -                     |
- Percent of major stakeholders trained in fraud/forgery prevention (Goal is 5 per month) | m         | Increase      | 100%   | 220.0%       | 220.0%        | 0.0%     | 181.7%                |

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

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

#### Service Delivery Levels - Vehicle Registration Business

- Percent of registrations conducted online | m         | Increase      | 60%    | 25.8%        | 22.5%         | -12.7%   | 24.6%                 |
- Percent of registrations conducted at local agency offices | m         | Decrease      | 10%    | 27.3%        | 25.4%         | -6.9%    | 30.2%                 |
- Percent of registrations conducted through mail | m         | Decrease      | 28%    | 45.1%        | 50.5%         | 11.9%    | 43.6%                 |
- Percent of registrations conducted by third party vendors | m         | Increase      | 2%     | 1.7%         | 1.5%          | -12.2%   | 1.5%                  |

#### Improve Financial Sustainability

- Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)** | q         | Increase      | $1MM   | $            | -             | 0.0%     | $ -                   |
- Percent of processed data inquiries which are paid for by the State | m         | Decrease      | 10%    | 41.9%        | 37.4%         | -10.7%   | 57.5%                 |

* 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.