## New Jersey Motor Vehicle Commission
### Performance Indicators - August 2013 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>70%</td>
<td>62.5%</td>
<td>63.1%</td>
<td>1.0%</td>
<td>66.0%</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>10%</td>
<td>13.5%</td>
<td>4.0%</td>
<td>-70.7%</td>
<td>3.0%</td>
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<tr>
<td>m</td>
<td>Increase</td>
<td>5</td>
<td>4.5</td>
<td>4.9</td>
<td>8.9%</td>
<td>4.4</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>5 min</td>
<td>11.9</td>
<td>10.1</td>
<td>-15.2%</td>
<td>9.1</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 20 32 23 -28.1% 19
- To receive a scheduled road test for a CDL drivers license (calendar days)
  - m Decrease 30 20 21 5.0% 25
- To receive a scheduled road test for a Motorcycle drivers license (calendar days)
  - m Decrease 20 10 4 -60.0% 11

**Service Delivery Levels - Correspondence Response Times**

- To speak with a representative for general information (minutes)
  - m Decrease 1 min 4.4 4.5 1.9% 3.5
- To speak with a representative for surcharge processing (minutes)
  - m Decrease 5 min 2.0 1.7 -12.0% 1.6
- 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% 2% 4% -46.4% 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>20.0%</td>
<td>40.0%</td>
<td>100.0%</td>
<td>156.7%</td>
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</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 - License Renewals

- Percent of mail-in license renewals processed at agency offices
  - m Decrease - 36% 52.7% 44.7% -
- Percent of license renewals offered through the mail but transacted through mail
  - m Increase - 64% 47.3% -25.6% -

#### Service Delivery Levels - Vehicle Registration Business

- Percent of registrations conducted online
  - m Increase 60% 23.4% 26.3% 12.1% 24.5%
- Percent of registrations conducted at local agency offices
  - m Decrease 10% 31.5% 33.1% 4.9% 29.3%
- Percent of registrations conducted through mail
  - m Decrease 28% 43.5% 39.0% -10.4% 44.6%
- Percent of registrations conducted by third party vendors
  - m Increase 2% 1.5% 1.6% 8.8% 1.6%

#### 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>
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<td>$2,164,410</td>
<td>$2,164,410</td>
<td>0.0%</td>
<td>$</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>10%</td>
<td>53.2%</td>
<td>55.7%</td>
<td>4.7%</td>
<td>50.0%</td>
</tr>
</tbody>
</table>

* 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