### New Jersey Motor Vehicle Commission
**Performance Indicators - September 2013 Reporting**

#### Improve Driver and Vehicle Safety

<table>
<thead>
<tr>
<th>Indicator</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>63.1%</td>
<td>64.3%</td>
<td>1.8%</td>
<td>66.3%</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>4.0%</td>
<td>1.1%</td>
<td>-71.9%</td>
<td>2.2%</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>4.9</td>
<td>4.7</td>
<td>-4.1%</td>
<td>4.5</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>10.1</td>
<td>9.4</td>
<td>-6.8%</td>
<td>9.6</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 -> 23 -> 14
  - % Change: -39.1% -> 18
- To receive a scheduled road test for a **CDL** drivers license (calendar days)
  - m Decrease 30 -> 21 -> 20
  - % Change: -4.8% -> 19
- To receive a scheduled road test for a **Motorcycle** drivers license (calendar days)
  - m Decrease 20 -> 4 -> 4
  - % Change: 0.0% -> 10

#### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information (minutes)
  - m Decrease 1 min -> 4.5 -> 3.4
  - % Change: -24.5% -> 3.5
- To speak with a representative for **surcharge** processing (minutes)
  - m Decrease 5 min -> 1.7 -> 1.5
  - % Change: -14.6% -> 1.2
- To receive a response from an **email** (business days)
  - m Maintain 1 day -> 1
  - % Change: 0.0% -> 1
- To receive a response from a **letter** (business days)
  - m Maintain 10 days -> 10
  - % Change: 0.0% -> 10
- Percent of medical review cases backlogged over 3 weeks.
  - m Decrease 10% -> 4% -> 4%
  - % Change: 11.4% -> 6%

#### 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% 40.0% 140.0% 250.0% 143.3%

#### 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 - 53% 63.0% 19.7%
- Percent of license renewals offered through the mail but transacted through mail
  - m Increase - 47% 37.0% -21.9%

#### Service Delivery Levels - Vehicle Registration Business

- Percent of registrations conducted online
  - m Increase 60% 26.3% 26.3% 0.0% 24.7%
- Percent of registrations conducted at local agency offices
  - m decrease 10% 33.1% 30.0% -9.3% 29.5%
- Percent of registrations conducted through mail
  - m decrease 28% 39.0% 42.2% 8.1% 44.2%
- Percent of registrations conducted by third party vendors
  - m Increase 2% 1.6% 1.6% -4.8% 1.6%

#### Improve Financial Sustainability

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Frequency</th>
<th>Desired Trend</th>
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<th>Prior Period</th>
<th>Current Period</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)**</td>
<td>q</td>
<td>Increase</td>
<td>$1MM</td>
<td>$2,164,410</td>
<td>$2,164,410</td>
<td>0.0%</td>
<td>$</td>
</tr>
<tr>
<td>Percent of processed data inquiries which are paid for by the State</td>
<td>m</td>
<td>Decrease</td>
<td>10%</td>
<td>55.7%</td>
<td>56.7%</td>
<td>1.9%</td>
<td>51.4%</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