## New Jersey Motor Vehicle Commission
### Performance Indicators - November 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>100%</td>
<td>64.1%</td>
<td>66.7%</td>
<td>4.0%</td>
<td>67.4%</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>100%</td>
<td>-</td>
<td>100.0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>m</td>
<td>Increase</td>
<td>-</td>
<td>4.8</td>
<td>5.1</td>
<td>5.6%</td>
<td>4.6</td>
</tr>
<tr>
<td>m</td>
<td>Decrease</td>
<td>5 min</td>
<td>7.6</td>
<td>8.4</td>
<td>11.5%</td>
<td>9.9</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 < 20 18 16 -11.1% 18
- To receive a scheduled road test for a **CDL** drivers license (calendar days)
  - m Decrease < 30 22 20 -9.1% 17
- To receive a scheduled road test for a **Motorcycle** drivers license (calendar days)*
  - m Decrease < 20 16 22 37.5% 10

#### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information (minutes)
  - m Decrease 1 min 2.8 2.4 -12.1% 3.2
- To speak with a representative for **surcharge** processing (minutes)
  - m Decrease < 5 min 1.3 1.2 -2.6% 1.3
- 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

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

- m Decrease <10% 3% 4% 37.6% 5%

#### 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>160.0%</td>
<td>100.0%</td>
<td>-37.5%</td>
<td>128.3%</td>
</tr>
</tbody>
</table>

#### Service Delivery Levels - License Renewals

- Percent of registration renewals conducted online
  - m Increase > 40% 25.4% 26.4% 3.8% 25.0%
- Percent of registration renewals conducted at local agency offices
  - m decrease < 20% 32.6% 29.9% -8.2% 30.0%
- Percent of registration renewals conducted through mail
  - m decrease < 35% 40.1% 41.9% 4.5% 43.4%
- Percent of registration renewals conducted by third party vendors
  - m Increase > 5% 1.8% 1.8% -5.3% 1.7%

#### 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>
<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>m</td>
<td>Decrease</td>
<td>10%</td>
<td>47.6%</td>
<td>55.0%</td>
<td>15.6%</td>
<td>52.9%</td>
</tr>
</tbody>
</table>

* Motorcycle training and testing services do not operate from October through March.

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