### New Jersey Motor Vehicle Commission

#### Performance Indicators - July 2014 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 of participants who pass the motorcycle certified rider safety course.*</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>88.3%</td>
<td>91.8%</td>
<td>4.1%</td>
<td>89%</td>
</tr>
<tr>
<td>Average number of bus safety inspections per person per day</td>
<td>M</td>
<td>Increase</td>
<td>7/day</td>
<td>4.5</td>
<td>4.5</td>
<td>-0.7%</td>
<td>4.8</td>
</tr>
<tr>
<td>Wait time for an emissions inspection at an MVC inspection lane</td>
<td>M</td>
<td>Decrease</td>
<td>5 minutes</td>
<td>10.8</td>
<td>12.3</td>
<td>14.5%</td>
<td>11.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Delivery Levels - Driver Testing</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>To receive a scheduled road test for a class D drivers license (calendar days)</td>
<td>M</td>
<td>Decrease</td>
<td>&lt; 20 days</td>
<td>17</td>
<td>2</td>
<td>-88.2%</td>
<td>15</td>
</tr>
<tr>
<td>To receive a scheduled road test for a CDL drivers license (calendar days)</td>
<td>M</td>
<td>Decrease</td>
<td>&lt; 30 days</td>
<td>31</td>
<td>5</td>
<td>-83.9%</td>
<td>20</td>
</tr>
<tr>
<td>To receive a scheduled road test for a motorcycle drivers license (calendar days)*</td>
<td>M</td>
<td>Decrease</td>
<td>&lt; 15 days</td>
<td>10</td>
<td>2</td>
<td>-80.0%</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Delivery Levels - Correspondence</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>To speak with a representative for general information</td>
<td>M</td>
<td>Decrease</td>
<td>1 minute</td>
<td>5.1</td>
<td>4.3</td>
<td>-16.6%</td>
<td>4.8</td>
</tr>
<tr>
<td>To speak with a representative for surcharge processing</td>
<td>M</td>
<td>Decrease</td>
<td>&lt; 5 minutes</td>
<td>1.0</td>
<td>1.8</td>
<td>71.0%</td>
<td>1.3</td>
</tr>
<tr>
<td>To receive a response from an email (business days)</td>
<td>M</td>
<td>Maintain</td>
<td>1 day</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>To receive a response from a letter (business days)</td>
<td>M</td>
<td>Maintain</td>
<td>10 days</td>
<td>10</td>
<td>10</td>
<td>0.0%</td>
<td>10</td>
</tr>
<tr>
<td>Percent of medical review cases backlogged over 3 weeks.</td>
<td>M</td>
<td>Decrease</td>
<td>&lt; 10%</td>
<td>1%</td>
<td>1%</td>
<td>100.0%</td>
<td>2%</td>
</tr>
</tbody>
</table>

| 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 stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month) | M | Increase | 100% | 100.0% | 0.0% | -100.0% | 88.3% |

| Service Delivery Levels - Field Agency Wait Time | | | | | | | |
| Average customer wait time to be served at a field agency (Data not yet available) | | | Decrease | 15 minutes | - | - | - |

| Service Delivery Levels - License Renewals | | | | | | | |
| Percent of qualifying mail-in license renewals processed at agency offices | M | Decrease | < 65% | 48% | 53.6% | 10.5% | 50.3% |
| Percent of qualifying mail-in license renewals processed through the mail | M | Increase | > 35% | 52% | 46.4% | -9.6% | 49.7% |

| Service Delivery Levels - Vehicle Registration Renewal | | | | | | | |
| Percent of registration renewals conducted online | M | Increase | > 40% | 26.8% | 24.3% | -9.4% | 26.6% |
| Percent of registration renewals conducted at local agency offices | M | Decrease | < 20% | 31.9% | 31.0% | -2.9% | 32.2% |
| Percent of registration renewals conducted through mail | M | Increase | > 35% | 38.8% | 43.1% | 11.0% | 39.3% |

<table>
<thead>
<tr>
<th>Improve Financial Sustainability</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>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>50</td>
<td>$</td>
<td>-</td>
</tr>
<tr>
<td>Percent of manually processed data inquiries that are paid for by the MVC</td>
<td>M</td>
<td>Decrease</td>
<td>10%</td>
<td>36.2%</td>
<td>30.2%</td>
<td>-16.6%</td>
<td>45.2%</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.