### New Jersey Motor Vehicle Commission

**Performance Indicators - January 2015 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>-</td>
<td>-</td>
<td>-</td>
<td>87.6%</td>
</tr>
<tr>
<td>Average number of bus safety inspections per person per day</td>
<td>M</td>
<td>Increase</td>
<td>5/day</td>
<td>4.9</td>
<td>4.7</td>
<td>-2.9%</td>
<td>4.7</td>
</tr>
<tr>
<td>Wait time for an emissions inspection at an MVC inspection lane</td>
<td>M</td>
<td>Decrease</td>
<td>8 minutes</td>
<td>7.7</td>
<td>8.3</td>
<td>7.9%</td>
<td>11</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 days | 8            | 12             | 50.0%    | 10                    |
- To receive a scheduled road test for a **CDL** drivers license (calendar days) | M         | Decrease      | < 30 days | 17           | 15             | -11.8%   | 16                    |
- To receive a scheduled road test for a **motorcycle** drivers license (calendar days)* | M         | Decrease      | < 15 days | -            | -              | -        | -                     |

**Service Delivery Levels - Correspondence Response Times**

- To speak with a representative for **general** information | M         | Decrease      | 1 minute | 2.2          | 6.6            | 207.8%   | 5                     |
- 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%    | 1%           | 0%             | -34.3%   | 1%                    |

**Percent completion rate of those attending mandatory Probationary Driver Program Training** | M         | Increase      | 100%     | 90.9%        | 82.7%          | -9.0%    | 90%                   |

### 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%     | 40.0%        | 40.0%          | 0.0%     | 53.8%                 |

**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 minutes | -            | -              | -        | -                     |

**Service Delivery Levels - License Renewals**

- Percent of qualifying mail-in license renewals processed at agency offices | M         | Decrease      | < 65%    | 80.8%        | 80.9%          | 0.2%     | 62.2%                 |
- Percent of qualifying mail-in license renewals processed through the mail | M         | Increase      | > 35%    | 19.2%        | 19.1%          | -0.7%    | 37.8%                 |

**Service Delivery Levels - Vehicle Registration Renewal**

- Percent of registration renewals conducted online | M         | Increase      | > 40%    | 26.2%        | 27.6%          | -5.2%    | 27.1%                 |
- Percent of registration renewals conducted at local agency offices | M         | Decrease      | < 20%    | 33.9%        | 26.4%          | -22.1%   | 32.5%                 |
- Percent of registration renewals conducted through mail | M         | Increase      | > 37%    | 37.8%        | 44.5%          | 17.8%    | 38.6%                 |

### Improve Financial Sustainability

**Total Federal Grant Dollars Awarded (Period equals Fiscal YTD)** | Q         | Increase      | $1MM     | $1,110,585   | $1,110,585     | 0.0%     | $                     |

**Percent of manually processed data inquiries that are paid for by the MVC** | M         | Decrease      | 10%      | 41.4%        | 38.4%          | -7.4%    | 39.5%                 |

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* 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