## New Jersey Motor Vehicle Commission
### Performance Indicators - September 2015 Reporting

### Improve Driver and Vehicle Safety

<table>
<thead>
<tr>
<th></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>82.5%</td>
<td>80.2%</td>
<td>-2.8%</td>
<td>82.5%</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>5.1</td>
<td>5.1</td>
<td>0.4%</td>
<td>5.0</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>10.0</td>
<td>12.1</td>
<td>21.0%</td>
<td>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 days 14 12 -14.3% 11
- To receive a scheduled road test for a **CDL** drivers license (calendar days)
  - M Decrease < 30 days 73 63 -13.7% 32
- To receive a scheduled road test for a **motorcycle** drivers license (calendar days)*
  - M Decrease < 15 days 1 1 0.0% 1

### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information
  - M Decrease 1 minute 6.1 1.5 -75.3% 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% 0% 4% 797.0% 1%
- Percent completion rate of those attending mandatory Probationary Driver Program Training
  - M Increase 100% 74.1% 108.9% 46.9% 90%

### Improve Customer Identification and Document Security

<table>
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<tr>
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<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percent of suspected facial image fraud forwarded for action within the month of discovery</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>-</td>
<td>100.0%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Percent of stakeholders trained in fraud/forgery prevention (Goal is 5 training classes to law enforcement per month)</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>40.0%</td>
<td>60.0%</td>
<td>50.0%</td>
<td>50.8%</td>
</tr>
</tbody>
</table>

### 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% 93.7% 94.4% 0.8% 85.5%
- Percent of qualifying mail-in license renewals processed through the mail
  - M Increase > 35% 6.3% 5.6% -12.2% 14.5%

### Service Delivery Levels - Vehicle Registration Renewal

- Percent of registration renewals conducted online
  - M Increase > 40% 26.4% 28.4% 7.8% 26.7%
- Percent of registration renewals conducted at local agency offices
  - M Decrease < 20% 33.8% 33.5% -1.0% 32.3%
- Percent of registration renewals conducted through mail
  - M Increase > 37% 37.9% 36.2% -4.5% 39.2%

### Improve Financial Sustainability

<table>
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<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>$1,166,451</td>
<td>$1,110,585</td>
<td>$</td>
<td>39.1%</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>38.4%</td>
<td>40.8%</td>
<td>6.1%</td>
<td>39.1%</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.