### New Jersey Motor Vehicle Commission Performance Indicators - March 2016 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>Improve Driver and Vehicle Safety</td>
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</tr>
<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>81.3%</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>-</td>
<td>5.0</td>
<td>5.0</td>
<td>0.0%</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>10.4</td>
<td>13.6</td>
<td>30.4%</td>
<td>10</td>
</tr>
<tr>
<td>Service Delivery Levels - Driver Testing</td>
<td></td>
<td></td>
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</tr>
<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>25</td>
<td>25</td>
<td>0.0%</td>
<td>7</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>63</td>
<td>63</td>
<td>0.0%</td>
<td>51</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>1</td>
<td>1</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>Service Delivery Levels - Correspondence Response Times</td>
<td></td>
<td></td>
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</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>4%</td>
<td>1%</td>
<td>-85.8%</td>
<td>2%</td>
</tr>
<tr>
<td>Percent completion rate of those attending mandatory Probationary Driver Program Training</td>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>91.9%</td>
<td>90.1%</td>
<td>-1.9%</td>
<td>90%</td>
</tr>
<tr>
<td>Improve Customer Identification and Document Security</td>
<td></td>
<td></td>
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<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>100.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>100.0%</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>80.0%</td>
<td>100.0%</td>
<td>25.0%</td>
<td>75.4%</td>
</tr>
<tr>
<td>Service Delivery Levels - Field Agency Wait Time</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Average customer wait time to be served at a field agency (Data not yet available)</td>
<td></td>
<td>Decrease</td>
<td>15 minutes</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Service Delivery Levels - License Renewals</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Percent of qualifying mail-in license renewals processed at agency offices</td>
<td>M</td>
<td>Decrease</td>
<td>&lt; 65%</td>
<td>92.3%</td>
<td>91.9%</td>
<td>-0.4%</td>
<td>92.6%</td>
</tr>
<tr>
<td>Percent of qualifying mail-in license renewals processed through the mail</td>
<td>M</td>
<td>Increase</td>
<td>&gt; 35%</td>
<td>7.7%</td>
<td>8.1%</td>
<td>4.8%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Service Delivery Levels - Vehicle Registration Renewal</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Percent of registration renewals conducted online</td>
<td>M</td>
<td>Increase</td>
<td>&lt; 40%</td>
<td>26.5%</td>
<td>27.2%</td>
<td>2.7%</td>
<td>27.2%</td>
</tr>
<tr>
<td>Percent of registration renewals conducted at local agency offices</td>
<td>M</td>
<td>Decrease</td>
<td>&lt; 20%</td>
<td>29.5%</td>
<td>33.1%</td>
<td>12.3%</td>
<td>32.1%</td>
</tr>
<tr>
<td>Percent of registration renewals conducted through mail</td>
<td>M</td>
<td>Increase</td>
<td>&gt; 37%</td>
<td>42.5%</td>
<td>38.0%</td>
<td>-10.6%</td>
<td>38.9%</td>
</tr>
<tr>
<td>Improve Financial Sustainability</td>
<td></td>
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</tr>
<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>$1,166,451</td>
<td>0.0%</td>
<td>1,166,451</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>45.0%</td>
<td>45.2%</td>
<td>0.5%</td>
<td>42.1%</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.