## New Jersey Motor Vehicle Commission
### Performance Indicators - January 2018 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></td>
<td></td>
<td></td>
<td>85.4%</td>
</tr>
<tr>
<td>M</td>
<td>Increase</td>
<td>5/day</td>
<td>4.8</td>
<td>4.4</td>
<td>-8.2%</td>
<td>4.8</td>
</tr>
<tr>
<td>M</td>
<td>Decrease</td>
<td>8 minutes</td>
<td>9.3</td>
<td>8.6</td>
<td>-7.6%</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  21  24  14.3%  17
- To receive a scheduled road test for a **CDL** drivers license (calendar days)  
  - M Decrease  < 45 days  47  42  -10.6%  48
- To receive a scheduled road test for a **motorcycle** drivers license (calendar days)*  
  - M Decrease  < 10 days  7  6  -14.3%  6

#### Service Delivery Levels - Correspondence Response Times

- To speak with a representative for **general** information  
  - M Decrease  5 minute  2.8  6.5  136.4%  7
- 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%  0.0%  2.8%  -3 %

#### Percent completion rate of those attending mandatory Probationary Driver Program Training
- M Increase  100%  91.4%  91.7%  0.3%  92%

#### Improve Customer Identification and Document Security

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</thead>
<tbody>
<tr>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td>100.0%</td>
</tr>
<tr>
<td>M</td>
<td>Increase</td>
<td>100%</td>
<td>80.0%</td>
<td>60.0%</td>
<td>-25.0%</td>
<td>81.7%</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)  
  - Decrease  n/a  -  -

#### Service Delivery Levels - License Renewals

- Percent of qualifying mail-in license renewals processed at agency offices  
  - M Decrease  < 65%  81.5%  81.3%  -0.2%  70.8%
- Percent of qualifying mail-in license renewals processed through the mail  
  - M Increase  > 35%  18.5%  18.7%  0.9%  29.2%

#### Percent of registration renewals conducted online
- M Increase  > 38%  35.7%  29.3%  -18.1%  31.1%

#### Percent of registration renewals conducted at local agency offices
- M Decrease  < 20%  32.8%  26.8%  -18.3%  30.9%

#### Percent of registration renewals conducted through mail
- M Increase  > 42%  29.9%  42.2%  41.1%  36.4%

#### Improve Financial Sustainability

<table>
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<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>Maintain</td>
<td>100%</td>
<td>98.8%</td>
<td>98.8%</td>
<td>0.0%</td>
<td>98.8%</td>
</tr>
</tbody>
</table>

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