

MVC - Key Performance Indicators

Revised 4/2/2019

| <b>New Jersey Motor Vehicle Commission<br/>Performance Indicators - December 2018 Reporting</b>                       | <b>Frequency</b> | <b>Desired Trend</b> | <b>Target</b> | <b>Prior Period</b> | <b>Current Period</b> | <b>% Change</b> | <b>Last 12 Month Average</b> |
|-----------------------------------------------------------------------------------------------------------------------|------------------|----------------------|---------------|---------------------|-----------------------|-----------------|------------------------------|
| <b>Improve Driver and Vehicle Safety</b>                                                                              |                  |                      |               |                     |                       |                 |                              |
| Percent of participants who pass the motorcycle certified rider safety course.*                                       | M                | Increase             | 100%          | 75.4%               | 74.0%                 | -1.9%           | 76.3%                        |
| Average number of bus safety inspections per person per day                                                           | M                | Increase             | 5/day         | 5.0                 | 4.5                   | -11.2%          | 4.6                          |
| Wait time for an emissions inspection at an MVC inspection lane                                                       | M                | Decrease             | 8 minutes     | 6.4                 | 8.1                   | 26.6%           | 10                           |
| <b>Service Delivery Levels - Driver Testing</b>                                                                       |                  |                      |               |                     |                       |                 |                              |
| To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)                                 | M                | Decrease             | < 20 days     | 20                  | 19                    | -5.0%           | 21                           |
| To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)                                     | M                | Decrease             | < 45 days     | 37                  | 35                    | -5.4%           | 40                           |
| To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)                              | M                | Decrease             | < 10 days     | 5                   | 5                     | 0.0%            | 9                            |
| <b>Service Delivery Levels - Correspondence Response Times</b>                                                        |                  |                      |               |                     |                       |                 |                              |
| To speak with a representative for <b>general</b> information                                                         | M                | Decrease             | 5 minute      | 7.7                 | 2.7                   | -65.0%          | 6                            |
| To receive a response from an <b>email</b> (business days)                                                            | M                | Maintain             | 1 day         | 1                   | 1                     | 26.8%           | 1                            |
| To receive a response from a <b>letter</b> (business days)                                                            | M                | Maintain             | 10 days       | 14                  | 10                    | -28.6%          | 10                           |
| Percent of medical review cases backlogged over 3 weeks.                                                              | M                | Decrease             | < 10%         | 0.0%                | 0.0%                  | -               | 2%                           |
| Percent completion rate of those attending mandatory Probationary Driver Program Training                             | M                | Increase             | 100%          | 84.0%               | 93.3%                 | 11.1%           | 89%                          |
| <b>Improve Customer Identification and Document Security</b>                                                          |                  |                      |               |                     |                       |                 |                              |
| Percent of suspected facial image fraud forwarded for action within the month of discovery                            | M                | Increase             | 100%          | 100.0%              | 100.0%                | 0.0%            | 100.0%                       |
| Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month) | M                | Increase             | 100%          | 200.0%              | 150.0%                | -25.0%          | 127.9%                       |
| <b>Service Delivery Levels - Field Agency Wait Time</b>                                                               |                  |                      |               |                     |                       |                 |                              |
| Average customer wait time to be served at a field agency (Data not yet available)                                    | M                | Decrease             | n/a           | -                   | -                     | -               | -                            |
| Percent of operating time mobile units are deployed.***                                                               | M                | Increase             | > 85%         | 65.2%               | n/a                   | n/a             | 74.9%                        |
| <b>Service Delivery Levels - License Renewals</b>                                                                     |                  |                      |               |                     |                       |                 |                              |
| Percent of qualifying mail-in license renewals processed at agency offices                                            | M                | Decrease             | < 65%         | 68.6%               | 74.3%                 | 8.4%            | 73.4%                        |
| Percent of qualifying mail-in license renewals processed through the mail                                             | M                | Increase             | > 35%         | 31.4%               | 25.7%                 | -18.4%          | 26.6%                        |
| <b>Service Delivery Levels - Vehicle Registration Renewal</b>                                                         |                  |                      |               |                     |                       |                 |                              |
| Percent of registration renewals conducted online                                                                     | M                | Increase             | > 38%         | 31.1%               | 34.1%                 | 9.9%            | 31.4%                        |
| Percent of registration renewals conducted at local agency offices                                                    | M                | Decrease             | < 20%         | 31.9%               | 35.2%                 | 10.5%           | 31.8%                        |
| Percent of registration renewals conducted through mail                                                               | M                | Increase             | > 42%         | 37.0%               | 30.7%                 | -17.0%          | 35.9%                        |
| <b>Improve Financial Sustainability</b>                                                                               |                  |                      |               |                     |                       |                 |                              |
| Percent of total federal grant dollars expended for those grants closed during the current state fiscal year**        | A                | Maintain             | 100%          | 90.5%               | n/a                   | n/a             | 90.5%                        |

n/a = not applicable at this time

\* Motorcycle training and testing services do not operate during the months of January and February.

\*\*Grant data is updated annually every June for current period. Prior period performance is as of June 2018 data.

\*\*\*Mobile Units have 10 month deployment schedules to avoid/allow for winter weather conditions.