

MVC - Key Performance Indicators

Revised 5/6/2019

| <b>New Jersey Motor Vehicle Commission<br/>Performance Indicators - February 2019 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%          | n/a                 | n/a                   | n/a             | 76.3%                        |
| Average number of bus safety inspections per person per day   | M                | Increase             | 5/day         | 4.8                 | 5.0                   | 3.1%            | 4.7                          |
| Wait time for an emissions inspection at an MVC inspection lane   | M                | Decrease             | 8 minutes     | 8.6                 | 9.4                   | 9.9%            | 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                  | 18                    | -10.0%          | 20                           |
| To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)                                     | M                | Decrease             | < 45 days     | 20                  | 25                    | 25.0%           | 37                           |
| To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)                              | M                | Decrease             | < 10 days     | 4                   | 4                     | 0.0%            | 8                            |
| <b>Service Delivery Levels - Correspondence Response Times</b>  |                  |                      |               |                     |                       |                 |                              |
| To speak with a representative for <b>general</b> information   | M                | Decrease             | 5 minute      | 7.4                 | 8.4                   | 13.3%           | 7                            |
| To receive a response from an <b>email</b> (business days)  | M                | Maintain             | 1 day         | 1                   | 1                     | -21.2%          | 1                            |
| To receive a response from a <b>letter</b> (business days)  | M                | Maintain             | 10 days       | 10                  | 13                    | 27.5%           | 12                           |
| 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%          | 89.3%               | 86.4%                 | -3.2%           | 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%          | 75.0%               | 300.0%                | 300.0%          | 137.5%                       |
| <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%         | n/a                 | n/a                   | n/a             | 71.5%                        |
| <b>Service Delivery Levels - License Renewals</b>   |                  |                      |               |                     |                       |                 |                              |
| Percent of qualifying mail-in license renewals processed at agency offices  | M                | Decrease             | < 65%         | 70.2%               | 68.4%                 | -2.5%           | 71.8%                        |
| Percent of qualifying mail-in license renewals processed through the mail   | M                | Increase             | > 35%         | 29.8%               | 31.6%                 | 5.9%            | 28.2%                        |
| <b>Service Delivery Levels - Vehicle Registration Renewal</b>   |                  |                      |               |                     |                       |                 |                              |
| Percent of registration renewals conducted online   | M                | Increase             | > 38%         | 29.9%               | 32.2%                 | 7.9%            | 31.5%                        |
| Percent of registration renewals conducted at local agency offices  | M                | Decrease             | < 20%         | 28.3%               | 30.6%                 | 8.0%            | 32.1%                        |
| Percent of registration renewals conducted through mail   | M                | Increase             | > 42%         | 41.8%               | 37.2%                 | -11.0%          | 35.8%                        |
| <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%               | 90.5%                 | 0.0%            | 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.