

New Jersey Motor Vehicle Commission Performance Indicator Reporting Period - October 2010	Desired Trend	Prior Period	Current Period	% Change	Last 12 Month Average
Improve Customer Service Across Major Business Delivery Channels					
Average Wait Times					
To speak with a representative for general information (minutes)	decrease	01:54	01:24	-26%	
To speak with a representative for surcharge processing (minutes)	decrease	27:29	24:01	-13%	
To receive a response from an email (business days)	maintain	1	1	0%	
To receive a response from a letter (business days)	maintain	10	10	0%	
To receive a scheduled driver conference (calendar days)	maintain	22	22	0%	
For an emissions inspection at an MVC inspection lane (minutes)	decrease	04:56	0:05:12	5.41%	
Vehicle Registration Business:					
Percent of registrations conducted online	increase	21.7%	23.6%	8%	
Percent of registrations conducted at local agency offices	decrease	29.8%	31.8%	7%	
Percent of registrations conducted through mail	decrease	47.3%	43.5%	-8%	
Percent of registrations conducted by third party vendors	increase	1.1%	1.2%	5%	
Emissions Inspections:					
Percent failure rate of passenger vehicles	decrease	11.7%	11.8%	1%	
Percent failure rate of heavy duty diesel trucks	decrease	10.1%	5.8%	-43%	
Percent of emission tests conducted by private inspection facilities	increase	17.6%	18.1%	3%	
Percent of processed data inquiries which are paid for by the State	decrease	17.8%	42.8%	140%	57.02%

Improve Driver Safety					
Driver License Point Distributions (Reported Quarterly):					
% of Population with Zero points	increase	91.7%	91.7%	0%	
% of Population with 1-2 points	reduce	3.8%	3.8%	0%	
% of Population with 3-6 points	reduce	2.7%	2.7%	0%	
% of Population with 7-12 points	reduce	1.1%	1.1%	0%	
% of Population with >12 points	reduce	0.7%	0.7%	0%	
Percent of new medical review cases where customers have been determined medically unqualified to drive (YTD)	increase	17%	14%	-16%	

Improve Identification and Document Security					
Success Rate of All Fraud/Forgery Type Investigations (YTD)	increase	43%	65%	52%	