

New Jersey Motor Vehicle Commission Performance Indicators - July 2010	Desired Trend	Prior Month	Current Month	% 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	2.2	3.7	41%	
To speak with a representative for surcharge processing (minutes)	decrease	23.4	32.4	28%	
To receive a response from an email (business days)	maintain	0.8	0.8	-5%	
To receive a response from a letter (business days)	maintain	10.7	10.4	-3%	
To receive a scheduled driver conference (calendar days)	maintain	35.0	18	-96%	
For an emissions inspection at an MVC inspection lane (minutes)	decrease	17.0	12	-42%	
Vehicle Registration Business:					
Percent of registrations conducted online	increase	21.9%	21.7%	-1%	
Percent of registrations conducted at local agency offices	decrease	33.4%	31.0%	-8%	
Percent of registrations conducted through mail	decrease	43.6%	46.5%	6%	
Percent of registrations conducted by third party vendors	increase	1.1%	0.8%	-45%	
Emissions Inspections:					
Percent failure rate of passenger vehicles	decrease	2.4%	1.7%	-43%	
Percent failure rate of heavy duty diesel trucks	decrease	1.7%	1.1%	-55%	
Percent of emission tests conducted by private inspection facilities	increase	20.0%	18.8%	-7%	
Percent of Processed Data Inquiries Which are Paid for by the State	decrease				57.02%

Improve Driver Safety					
Driver License Point Distributions (Reported Quarterly):					
% of Population with Zero points	increase		91.7%	100%	
% of Population with 1-2 points	reduce		3.8%	100%	
% of Population with 3-6 points	redece		2.7%	100%	
% of Population with 7-12 points	reduce		1.1%	100%	
% of Population with >12 points	reduce		0.7%	100%	
Percent of Medical Review Cases Upheld	increase		0	100%	

Improve Identification and Document Security					
Success Rate of All Fraud/Forgery Type Investigations (YTD)	increase	48%	18%	-172%	