

New Jersey Motor Vehicle Commission Performance Indicators - August 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	03:42	03:35	-3%	
To speak with a representative for surcharge processing (minutes)	decrease	32:24	31:00	-4%	
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	18	29	64%	
For an emissions inspection at an MVC inspection lane (minutes)	decrease	12:00	15:18	28%	
Vehicle Registration Business:					
Percent of registrations conducted online	increase	21.7%	23.9%	10%	
Percent of registrations conducted at local agency offices	decrease	31.0%	32.4%	4%	
Percent of registrations conducted through mail	decrease	46.5%	42.4%	-9%	
Percent of registrations conducted by third party vendors	increase	0.8%	1.3%	73%	
Emissions Inspections:					
Percent failure rate of passenger vehicles	decrease	1.7%	2.0%	19%	
Percent failure rate of heavy duty diesel trucks	decrease	1.1%	13.0%	1072%	
Percent of emission tests conducted by private inspection facilities	increase	18.8%	16.5%	-12%	
Percent of processed data inquiries which are paid for by the State	decrease	54.6%	42.6%	-22%	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	increase	11%	16%	46%	

Improve Identification and Document Security					
Success Rate of All Fraud/Forgery Type Investigations (YTD)	increase	18%	44%	150%	