

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - September 2010</b>	<b>Desired Trend</b>	<b>Prior Month</b>	<b>Current Month</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Customer Service Across Major Business Delivery Channels</b>					
Average Wait Times					
To speak with a representative for general information (minutes)	decrease	03:35	01:54	-47%	
To speak with a representative for surcharge processing (minutes)	decrease	31:00	27:29	-11%	
To receive a response from an email (business days)	maintain	1	1	-3%	
To receive a response from a letter (business days)	maintain	10	10	-3%	
To receive a scheduled driver conference (calendar days)	maintain	29	22	-24%	
For an emissions inspection at an MVC inspection lane (minutes)	decrease	15:18	04:56	-68%	
Vehicle Registration Business:					
Percent of registrations conducted online	increase	23.9%	21.7%	-9%	
Percent of registrations conducted at local agency offices	decrease	32.4%	29.8%	-8%	
Percent of registrations conducted through mail	decrease	42.4%	47.3%	12%	
Percent of registrations conducted by third party vendors	increase	1.3%	1.1%	-13%	
Emissions Inspections:					
Percent failure rate of passenger vehicles	decrease	2.0%	11.7%	474%	
Percent failure rate of heavy duty diesel trucks	decrease	13.0%	10.1%	-22%	
Percent of emission tests conducted by private inspection facilities	increase	16.5%	17.6%	7%	
Percent of processed data inquiries which are paid for by the State	decrease	42.6%	17.8%	-58%	57.02%

<b>Improve Driver Safety</b>					
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	16%	17%	3%	

<b>Improve Identification and Document Security</b>					
Success Rate of All Fraud/Forgery Type Investigations (YTD)	increase	44%	43%	-3%	