

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - November 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	01:24	02:18	64%	
To speak with a representative for surcharge processing (minutes)	decrease	24:01	21:07	-12%	
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	19	-15%	
For an emissions inspection at an MVC inspection lane (minutes)	decrease	0:05:12	0:05:31	6%	
Vehicle Registration Business:					
Percent of registrations conducted online	increase	23.6%	23.1%	-2%	
Percent of registrations conducted at local agency offices	decrease	31.8%	28.0%	-12%	
Percent of registrations conducted through mail	decrease	43.5%	47.3%	9%	
Percent of registrations conducted by third party vendors	increase	1.2%	1.6%	30%	
Emissions Inspections:					
Percent failure rate of passenger vehicles	decrease	11.8%	12.4%	5%	
Percent failure rate of heavy duty diesel trucks	decrease	5.8%	5.7%	-2%	
Percent of emission tests conducted by private inspection facilities	increase	18.1%	18.1%	0%	
Percent of processed data inquiries which are paid for by the State	decrease	42.8%	12.7%	-70%	57.02%

<b>Improve Driver Safety</b>					
Driver License Point Distributions (Reported Quarterly):					
% of Population with Zero points	increase	91.7%	91.9%	0.2%	
% of Population with 1-2 points	reduce	3.8%	3.7%	-2%	
% of Population with 3-6 points	reduce	2.7%	2.6%	-2%	
% 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	14%	15%	7%	

<b>Improve Identification and Document Security</b>					
Success Rate of All Fraud/Forgery Type Investigations (YTD)	increase	65%	64%	-1%	