New Jersey Motor Vehicle Commission Performance Indicators - March 2011	Reporting Frequency	Desired Trend	Prior Period	Current Period	% Change	Last 12 Month Average
Improve Consumer Safety, Identification & Document Security						
Driver License Point Distributions:	Quarterly					
% of Population with Zero points		increase	91.9%	91.9%	0.0%	
% of Population with 1-2 points		reduce	3.7%	3.7%	0%	
% of Population with 3-6 points		reduce	2.6%	2.6%	0%	
% of Population with 7-12 points		reduce	1.1%	1.1%	0%	
% of Population with >12 points		reduce	0.7%	0.7%	0%	
Average Wait Times	Monthly					
To speak with a call center representative for general information (minutes)		decrease	03:35	03:05	-14%	
To speak with a call center representative for surcharge processing (minutes)		decrease	27:14	29:41	9%	
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	3	7	197%	
Vehicle Registration Business:	Monthly					
Percent of registrations conducted online		increase	21.2%	20.5%	-3%	
Percent of registrations conducted at local agency offices		decrease	28.4%	36.7%	29%	
Percent of registrations conducted through mail		decrease	49.2%	41.7%	-15%	
Percent of registrations conducted by third party vendors		increase	1.2%	1.0%	-18%	
Percent of new medical review cases where customers have been determined medically unqualified to drive (YTD)	Monthly	increase	15%	15%	0%	
Success Rate of All Fraud/Forgery Type Investigations (YTD)	Monthly	increase	56%	57%	1%	
Improve Motor Vehicle Impact on Air Quality						
Emissions Inspections:	Monthly					
Percent failure rate of passenger vehicles		decrease	12.6%	13.2%	5%	
Percent failure rate of heavy duty diesel trucks		decrease	0.0%	0.0%	0%	
Percent of emission tests conducted by private inspection facilities		increase	17.4%	18.6%	7%	
For an emissions inspection at an MVC inspection lane (minutes)		decrease	0:06:43	0:07:27	11%	
Collect Revenue						
Percent of processed data inquiries which are paid for by the State	Monthly	decrease	40.2%	48.4%	20%	57.02%