

New Jersey Motor Vehicle Commission Performance Indicators - April 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%	
% 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	03:05	02:46	-10%	
To speak with a call center representative for surcharge processing (minutes)		decrease	29:41	25:06	-15%	
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	7	4	-50%	
Vehicle Registration Business:	Monthly					
Percent of registrations conducted online		increase	20.5%	26.6%	30%	
Percent of registrations conducted at local agency offices		decrease	36.7%	32.2%	-12%	
Percent of registrations conducted through mail		decrease	41.7%	39.9%	-5%	
Percent of registrations conducted by third party vendors		increase	1.0%	1.3%	31%	
Percent of new medical review cases where customers have been determined medically unqualified to drive (YTD)	Monthly	increase	15.2%	15.4%	0%	
Success Rate of All Fraud/Forgery Type Investigations (YTD)	Monthly	increase	56.9%	55.2%	-3%	

Improve Motor Vehicle Impact on Air Quality						
Emissions Inspections:	Monthly					
Percent failure rate of passenger vehicles		decrease	13.2%	12.6%	-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	18.6%	19.4%	5%	
For an emissions inspection at an MVC inspection lane (minutes)		decrease	0:07:27	0:08:07	9%	

Collect Revenue						
Percent of processed data inquiries which are paid for by the State	Monthly	decrease	48.4%	50.7%	5%	57.02%

Source Data - Hidden Section

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Avaya	Average Speed of Answer, including Ring time	GI Line	Format= 00:00:00	Minutes	0:02:00	Seconds	0:00:46		
Avaya	Average Speed of Answer, including ring time	Surcharge Line	Format= 00:00:00	Minutes	0:25:00	Seconds	0:00:06		
M.R. Nelson	Email Data			Received	1,733	Responded	2,296		
M.R. Nelson	Days Overdue				0.37				
Jackie Bonnell	Total Conf. Scheduled for Next Month				672	Total Conf Waiting To Be Scheduled	89		
Bednarz Report - Wait Time Schedule for CIF's									
IT Ad Hoc Request at 1st of each month				Registrations					
				Online	124,491				
				Agency	150,981				
				Mail	186,653				
				3rd Party	6,078				
BB104				Total	468,203				
No. of Emission Failu	17,007	No. Initial Cent. Inspec.	134,768						
Total HDD Tests	399	Failures (In-state and Out)	88						
Centralized Ins/Reins	153,472	Private Insp./Reinsp	37,057						
BB104 Number of Non-Fee Based Lookups									
CIU No-Fee		331							
AU No Fee Teletype		3,235							
AU No Fee Abstracts		5,993			Subtotal	9,559			
Number of Fee Based Lookups									
CIU Cert./Non-Cert.		6,569							
CIU PLIGA		346							
AU \$15 Cert (Complete)		1,537							
AU \$15 Cert (5 Year)		395							
Total AU related docs.& Accident		431			Subtotal	9,278			
Gina Sine	Initial Cases Started	267	Previous YTD	6,338	Totals	6,605			
	Medically Unqualified	52	Previous YTD	964	Totals	1016			
Jim Clifford	Number of all Fraud/Forgery Cases opened	21	Previous YTD	399	Totals	420			
	Number of arrests in the Fraud/Forgery category	5	Previous YTD	227	Totals	232			

Points	Percent	Categories	Conversion
0	91.87	Zero Points	91.87
1	0.74	1-2 Points	3.74
2	3.00	3-6 Points	2.59
3	0.56	7-12 Points	1.11
4	1.13	> 12 Points	0.66
5	0.43		
6	0.47		
7	0.25		
8	0.29		
9	0.16		
10	0.18		
11	0.11		
12	0.12		
13	0.08		
14	0.08		
15	0.06		
16	0.06		
17	0.05		
18	0.04		
19	0.04		
20	0.03		
21	0.03		
22	0.02		
23	0.02		
24	0.02		
25	0.02		
26	0.02		
27	0.01		
28	0.01		
29	0.01		
30	0.01		
31	0.01		
32	0.01		
33	0.01		
34	0.01		
35	0.01		
36	0		