

| New Jersey Motor Vehicle Commission Performance Indicators - May 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 | 02:46 | 01:45 | -37% | |
| To speak with a call center representative for surcharge processing (minutes) | | decrease | 25:06 | 20:57 | -17% | |
| 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 | 4 | 10 | 167% | |
| Vehicle Registration Business: | Monthly | | | | | |
| Percent of registrations conducted online | | increase | 26.6% | 24.8% | -7% | |
| Percent of registrations conducted at local agency offices | | decrease | 32.2% | 28.8% | -11% | |
| Percent of registrations conducted through mail | | decrease | 39.9% | 45.3% | 14% | |
| Percent of registrations conducted by third party vendors | | increase | 1.3% | 1.0% | -21% | |
| Percent of new medical review cases where customers have been determined medically unqualified to drive (YTD) | Monthly | increase | 15.4% | 15.4% | 0% | |
| Success Rate of All Fraud/Forgery Type Investigations (YTD) | Monthly | increase | 55.2% | 54.0% | -2% | |

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| Improve Motor Vehicle Impact on Air Quality | | | | | | |
| Emissions Inspections: | Monthly | | | | | |
| Percent failure rate of passenger vehicles | | decrease | 12.6% | 12.3% | -3% | |
| Percent failure rate of heavy duty diesel trucks | | decrease | 0.0% | 0.0% | 0% | |
| Percent of emission tests conducted by private inspection facilities | | increase | 19.4% | 20.0% | 3% | |
| For an emissions inspection at an MVC inspection lane (minutes) | | decrease | 0:08:07 | 0:12:51 | 58% | |

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|---------------------------------------------------------------------|---------|----------|-------|-------|----|--------|
| Collect Revenue | | | | | | |
| Percent of processed data inquiries which are paid for by the State | Monthly | decrease | 50.7% | 51.9% | 2% | 57.02% |