

<b>New Jersey Motor Vehicle Commission</b> <b>Performance Indicators - June 2011</b>	<b>Reporting Frequency</b>	<b>Desired Trend</b>	<b>Prior Period</b>	<b>Current Period</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Improve Consumer Safety, Identification &amp; Document Security</b>						
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	01:45	03:44	113%	
To speak with a call center representative for surcharge processing (minutes)		decrease	20:57	21:22	2%	
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	10	3	-69%	
Vehicle Registration Business:	Monthly					
Percent of registrations conducted online		increase	24.8%	23.9%	-4%	
Percent of registrations conducted at local agency offices		decrease	28.8%	26.3%	-9%	
Percent of registrations conducted through mail		decrease	45.3%	48.4%	7%	
Percent of registrations conducted by third party vendors		increase	1.0%	1.4%	37%	
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	54.0%	52.6%	-3%	

<b>Improve Motor Vehicle Impact on Air Quality</b>						
Emissions Inspections:	Monthly					
Percent failure rate of passenger vehicles		decrease	12.3%	12.3%	0%	
Percent failure rate of heavy duty diesel trucks		decrease	0.0%	0.0%	0%	
Percent of emission tests conducted by private inspection facilities		increase	20.0%	20.2%	1%	
For an emissions inspection at an MVC inspection lane (minutes)		decrease	0:12:51	0:17:49	39%	

<b>Collect Revenue</b>						
Percent of processed data inquiries which are paid for by the State	Monthly	decrease	51.9%	51.4%	-1%	57.02%