

New Jersey Motor Vehicle Commission Performance Indicators	Frequency	Desired Trend	FY 24 Actual	FY 25 Revised	FY 26 Target
Improve Driver and Vehicle Safety					
Percent of participants who pass the motorcycle certified rider safety course <sup>1</sup>	M	Increase	90.7%	83.9%	100.0%
Average number of bus safety inspections per person per day	M	Increase	3.3	3.4	5.0
Wait time for an emissions inspection at an MVC inspection lane (minutes)	M	Decrease	10.0	8.1	8.0
Service Delivery Levels - Driver Testing					
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	M	Decrease	1.0	1.0	< 20 .0
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	M	Decrease	2.0	1.0	< 30.0
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)	M	Decrease	1.0	1.0	< 15.0
Service Delivery Levels - Correspondence Response Times					
To speak with a representative for <b>general</b> information	M	Decrease	1.0	0.6	1.0
To provide a response from an <b>email</b> (business days)	M	Maintain	1.0	1.0	1.0
To provide a response from a <b>letter</b> (business days)	M	Maintain	10.0	10.0	10.0
Improve Customer Identification and Document Security					
Percent of stakeholders trained in fraud/forgery prevention (Goal is 4 training classes to law enforcement per month)	M	Increase	139.6%	175.0%	100.0%
Service Delivery Levels - Field Agency Services					
Number of event days per mobile unit deployed weather permitting . <sup>2</sup>	M	Increase	251	250	>100
Service Delivery Levels - License Renewals					
Percentage of license renewals conducted on-line	M	Increase	12.0%	11.0%	> 70.0%
Percent of license renewals conducted at agency offices	M	Decrease	51.0%	53.0%	< 65.0%
Percent of license renewals processed through the mail	M	Increase	37.0%	37.0%	> 40.0%
Service Delivery Levels - Vehicle Registration Renewal					
Percent of registration renewals conducted online	M	Increase	65.1%	67.5%	> 70.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	11.6%	11.1%	< 20.0%
Percent of registration renewals processed through mail	M	Increase	23.2%	21.4%	< 40.0%
Improve Financial Sustainability					
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year <sup>3</sup>	A	Maintain	100.0%	100.0%	100.0%