

2025 ANNUAL REPORT

DRIVING NEW JERSEY FORWARD



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Message to Our Customers



As we continually strive for excellence in service and operations, the Commission's true strength lies in its extremely dedicated and talented workforce.

The New Jersey Motor Vehicle Commission in 2025 continued to deliver proven results for our customers while reaching record numbers in key metrics like transactions completed and licensed drivers serviced.

In 2025, the Commission exceeded 7 million licensed drivers for the first time, up from 6.9 million in 2024. We also registered 6.4 million vehicles.

Another first at the Commission that we're especially proud of is exceeding some 13 million transactions overall in 2025. The 13,385,125 transactions we completed – in areas ranging from vehicle registrations to driver permits and licenses issued or renewed - topped by a significant 645,000 MVC transactions completed in 2024. Diving deeper into the numbers, this impressive figure meant that the Commission averaged more than a quarter million transactions recorded per week.

MILESTONES, MOBILE UNITS MARK MVC PROGRESS

Reaching this important milestone is a testament to the dedication and hard work of our MVC employees. Our team members staffing 40 agencies and four mobile units handled nearly a third of all this activity – for the first time ever topping 4 million transactions, a 7.3 percent rise over 2024, driven largely by increased demand for REAL ID. At the same time, the ready availability of our ever-expanding online services has become increasingly popular with our customers. Just under 8 million transactions were completed online in 2025, up from just over 7.5 million in 2024. Mail-ins continued to trend downward, falling to 10 percent of all transactions in 2025.

On top of this, we've continued direct outreach to our customers by dispatching our Mobile Unit fleet of agencies-on-wheels out into hundreds of communities

in all 21 New Jersey counties. We more than doubled a key metric in the Mobile arsenal – number of locations visited – to more than 400 senior centers, schools, and other sites in 2025.

ENHANCING ACCESSIBILITY FOR CUSTOMERS

As another added convenience for customers, we expanded a program first launched in 2024 that offers video conferencing options for hearings or meetings with drivers who may have medical or other issues, such as license suspensions.

In further service to our customers, the MVC unveiled in early 2025 the availability of an expanded Code 5 Description Card, better known as a Pink Card. The voluntary card was reworked to help law enforcement officers communicate more effectively and avoid misunderstandings during traffic stops or other interactions with individuals who have autism spectrum disorder (ASD) or other communication challenges. The legislation creating the card fits seamlessly with the MVC's mission statement in helping set the standard for efficient, innovative and responsive government services.

And in a move designed to further modernize our systems in service to our customers, the Commission began developing digital licenses and IDs under legislation Governor Murphy signed in July, which allocates \$1.5 million for startup funds toward the project.

For many of our customers, 2025 was the year of REAL ID. The Commission responded to the nationwide surge in demand related to the federal REAL ID program, which was enforced beginning in May after years of delay at the federal level. The MVC took important

steps to relieve pressure brought on by the surge to service as many customers as possible requesting the ID, which would be required to board a domestic flight in the absence of a federally acceptable form of identification, such as a passport. We maximized our service capacity and established REAL ID Tuesdays and Thursdays, adding thousands of appointments each week at Licensing Centers around the state. In addition to an emergency issuance program that was also put in place, our Mobile Units hosted an expanded slate of REAL ID events around the state, including Saturdays.

The measures produced results. In just one year, the Commission issued nearly as many REAL IDs – 971,000 – than were issued in the previous six years combined – 1.1 million.

OUR PEOPLE: THE FOUNDATION OF MVC'S SUCCESS

As we continually strive for excellence in service and operations, the Commission's true strength lies in its extremely dedicated and talented workforce.

The Commission continues to support its most valuable resource – its employees. These steps include beginning work in the fall of 2025 on repurposing a long-vacant Ocean County vehicle inspection station into a state-of-the-art Inspections training facility. Some 200 MVC inspections and compliance staff will be among those who train and receive bi-annual certification.

Our tuition reimbursement program with Fairleigh Dickenson University continued to be offered to employees with an interest in earning a college degree, or graduate-level degree.

Building on a strong foundation laid down in recent years, the MVC reinforced the principles of diversity, equity, and inclusion as fundamental elements of its workplace culture and operations, alongside continued recruitment and retention efforts. The Commission and its Division of Diversity, EEO, and Ethics expanded its calendar of events to include new observances such as Diwali and a Veteran's Tribute focused on MVC employees who are veterans. The Division also hosted a series of professional development symposiums for employees.

Coverage of MVC events was amplified through the Commission's popular internal communications channels, including *The Driver's Seat* newsletter and a newly launched internal blog, ensuring timely visibility and keeping employees informed and connected statewide. The blog itself, which debuted in March 2025, was recognized with a prestigious Governor's Award for Innovation and Efficiency for its effective approach to information sharing.

The exceptional work of our MVC employees was recognized with Governor's Awards that included Leadership and Professional Achievement, Heroism, and Team Excellence. At the national level, the American Association of Motor Vehicle Administrators (AAMVA) honored the MVC with multiple awards, including the Excellence in Government Partnership Award for its longstanding collaboration on societal reentry with the New Jersey Department of Corrections and its *Just Drive* public safety campaign.

For the Commission, 2025 was clearly a year defined by measurable successes, made possible by the dedication of our team and the support of our partnerships with legislators and stakeholders.

Looking ahead to 2026 and beyond, the MVC remains committed to advancing operational excellence while delivering exceptional customer service. As we continue to modernize technology across our agencies, road test locations, inspection facilities and our [award-winning website](#), we are doing so in ways that deliver efficiencies, simplify daily operations, and support our staff, all while protecting the integrity of our documents and services. Together, these efforts strengthen how we serve the public and reinforce the MVC's essential role in helping move New Jersey forward!



Latrecia Littles-Floyd

Acting Chair & Chief Administrator

Budget

MVC FY 2025 Annual Budget Report

	FY 2025 Actuals ¹	FY 2026 Budget ²
RESOURCES		
Reappropriation		
Surplus/(Deficit) Adjustment ³	\$42,762	\$47,454
Transfer Adjustments In/(Out) ⁴	\$57,938	\$57,870
Operating Resources		
MVC Base Budget	\$334,671	\$371,782
Security Surcharge (\$7)	\$44,557	\$49,798
Digital Driver License Fee (\$6)	\$17,964	\$15,861
Sub-Total Operating Resources	\$397,192	\$437,441
Dedicated Resources		
Commercial Vehicle Enforcement Fund	\$19,189	\$18,978
Commercial Bus Inspections	\$589	\$590
School Bus Inspections	\$1,272	\$1,300
Omnibus	\$4	\$5
Motorcycle Safety Education Fund	\$520	\$400
Security Responsibility ⁷	\$20,500	\$26,485
Texting While Driving Campaign	\$194	\$120
Other Various Dedicated Revenues	\$10,936	\$7,382
Sub-Total Dedicated Resources	\$53,203	\$55,260
Bond Fund		
Bond Fund Reappropriation ⁵	\$1,444	\$811
Bond Fund Interest	\$435	\$401
Sub-Total Bond Fund	\$1,879	\$1,212
Grant Funds		
Prior Year Grant Award Balances ⁶	\$2,387	\$4,091
Grant Awards	\$2,950	\$1,182
State Match Grant Accounts	\$56	\$93
Sub-Total Grant Funds	\$5,393	\$5,366
TOTAL RESOURCES	\$558,367	\$604,603

	Actuals ¹	Budget ²
EXPENDITURES		
Operating Expenditures		
Salaries & Fringe	\$273,846	\$307,154
Materials and Supplies	\$21,589	\$19,706
Services Other Than Personal	\$73,768	\$73,600
Parsons Inspection Contract	\$40,216	\$42,025
Medium Duty Diesel Contract	\$-	\$30,000
Agency Relocation	\$-	\$1,000
Maintenance and Fixed Charges	\$8,269	\$7,960
Claims and Indirect	\$-	\$43
Additions, Improvements, Equipment	\$8,928	\$8,637
Medium Duty Diesel Capital Upgrades	\$-	\$10,000
Sub-Total Operating Expenditures	\$426,616	\$500,125
Dedicated Fund Supported Expenditures		
Commercial Vehicle Enforcement Fund	\$9,773	\$13,527
Commercial Bus Inspections	\$2,015	\$1,811
School Bus Inspections	\$9,237	\$11,023
Motorcycle Safety Education Fund	\$81	\$89
Texting While Driving Campaign	\$-	\$3
Omnibus	\$5	\$7
Security Responsibility ⁷	\$20,500	\$26,485
Sub-Total Dedicated Expenditures	\$41,611	\$52,945
Bond Fund	\$878	\$642
Grant Award Expenditures	\$1,270	\$2,650
State Budget Contributions⁸	\$26,821	\$26,821
TOTAL EXPENDITURES	\$497,196	\$583,183
TOTAL RESOURCES: ALL FUNDS	\$558,367	\$604,603
TOTAL EXPENDITURES: ALL FUNDS	\$497,196	\$583,183
SURPLUS/(DEFICIT): ALL FUNDS	\$61,171	\$21,420

¹ FY 2025 Actuals are based upon close-out, which includes expended and encumbered through July 31, 2025.

² FY 2026 Budget is the approved amount through the Executive and Legislative Processes (Appropriation Act).

³ Surplus Adjustment excludes prior year grant balances, bond fund reappropriations, and dedicated resources. The FY 2025 Surplus is per MVC's FY 2025 close-out, while FY 2026 is per the FY 2026 Appropriation Act.

⁴ Adjustments are those funds not specifically listed in the expenditure categories, as well as adjustments for operating.

⁵ Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years and is based on the Fiscal Plan submitted to Treasury.

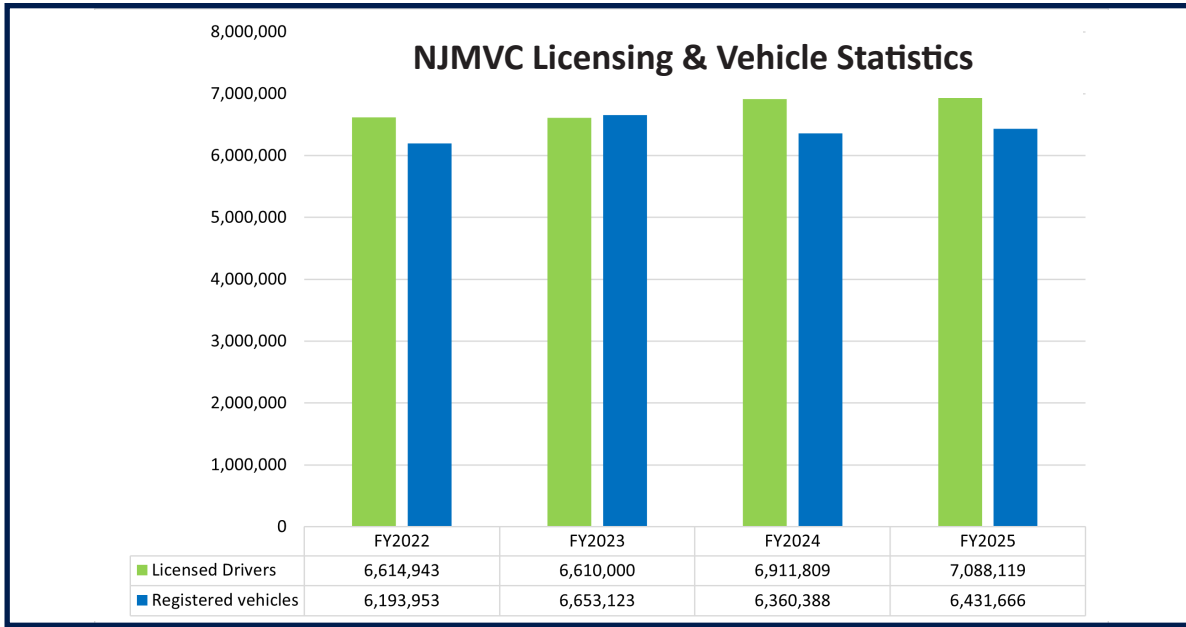
⁶ Prior year federal grant program funding balances for ongoing projects.

⁷ Security Responsibility revenues equals its expenditures.

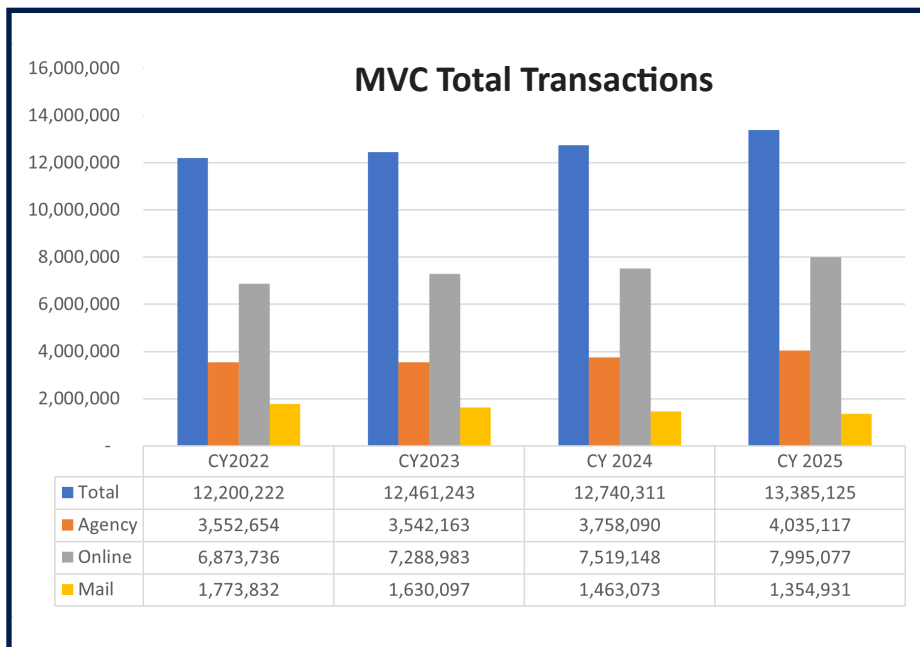
⁸ State Budget Contributions are those funds made available through expenditure reductions as directed through budget language or the Department of Treasury.

MVC By the Numbers

MVC on the Move



Generating maximum productivity, accessibility, and efficiency are hallmarks of the New Jersey Motor Vehicle Commission’s service model for delivering for our customers. The changes and improvements we have implemented in recent years have proved successful in meeting even the most pressing MVC operational challenges as we serve the needs of the Garden State’s more than 7 million licensed drivers.



Transactions were completed at a record-breaking pace both online and in our agencies in CY 2025, to 7.95 million online transactions and a first-ever 4 million in the agencies, up from 7.3 million online and 3.5 million transactions in our agencies in CY 2024. This, as the number of mail-in transactions continued to drop, to 1.3 million in CY 2025, from 1.4 million in CY 2024.

AAMVA Recognition

MVC Assisting Others

The New Jersey Motor Vehicle Commission prides itself on being a team player in helping make the Garden State a leader in quality of life for its residents.

The American Association of Motor Vehicle Administrators, the leading nonprofit organization in the U.S. and Canada that develops model programs in motor vehicle administration, law enforcement, and highway safety, recognized the NJMVC with its prestigious 2025 Excellence in Government Partnership Award.

The award shines a spotlight on the NJMVC's longtime work with the New Jersey Department of Corrections (NJDOC) in supplying incarcerated persons with government-issued identification that is critical to a successful release on the road back to being a contributing member of society.

Research shows that replacing a jail or prison ID with a neutral government identifier that doesn't refer back to incarceration helps reduce known stigmas surrounding incarceration.

Under the program, the NJMVC dispatches a Mobile Unit once a month to the DOC headquarters campus in Trenton. The DOC brings incarcerated individuals to our on-site Mobile Unit as well as a separate area the MVC utilizes inside the headquarters building. There, the individuals are processed for their IDs, including the taking of photos, while still in DOC custody.

The process, however, begins well before either the MVC teams or the incarcerated persons show up to the DOC headquarters campus. The DOC provides the MVC with proofs of documentation that is reviewed in advance. Any issues that may arise are addressed during the initial review.

The program processes and issues IDs, driver license renewals, driver license duplicates to more than 100 incarcerated individuals each month. In 2025, the program completed nearly 2,000 transactions.

The MVC/DOC government partnership is an exceptionally positive one that the women and men of the New Jersey Motor Vehicle Commission are proud to be a part of as we help our fellow citizens rejoin their place among their families to build stronger communities here in the Garden State.



Mobile Units

MVC's Agencies on Wheels



The New Jersey Motor Vehicle Commission's Mobile Units continued to generate strong community interest by expanding access to motor vehicle services beyond traditional locations across the state. Throughout the year, the Commission's fleet traveled nearly 50,000 miles and reached residents in all 21 counties, hosting more than 1,000 events in 2025. The Mobile Units visited 425 locations statewide, more than doubling the 200 locations served in 2024 and reinforcing the MVC's dedication to expanding service accessibility in underserved communities. By bringing MVC services directly into neighborhoods in places like senior centers, fire houses, schools and food banks, our Mobile Unit teams delivered high-demand services including REAL ID, registration renewals, non-driver IDs and initial permit appointments, reducing barriers for customers who may otherwise face challenges related to travel, time, or accessibility.

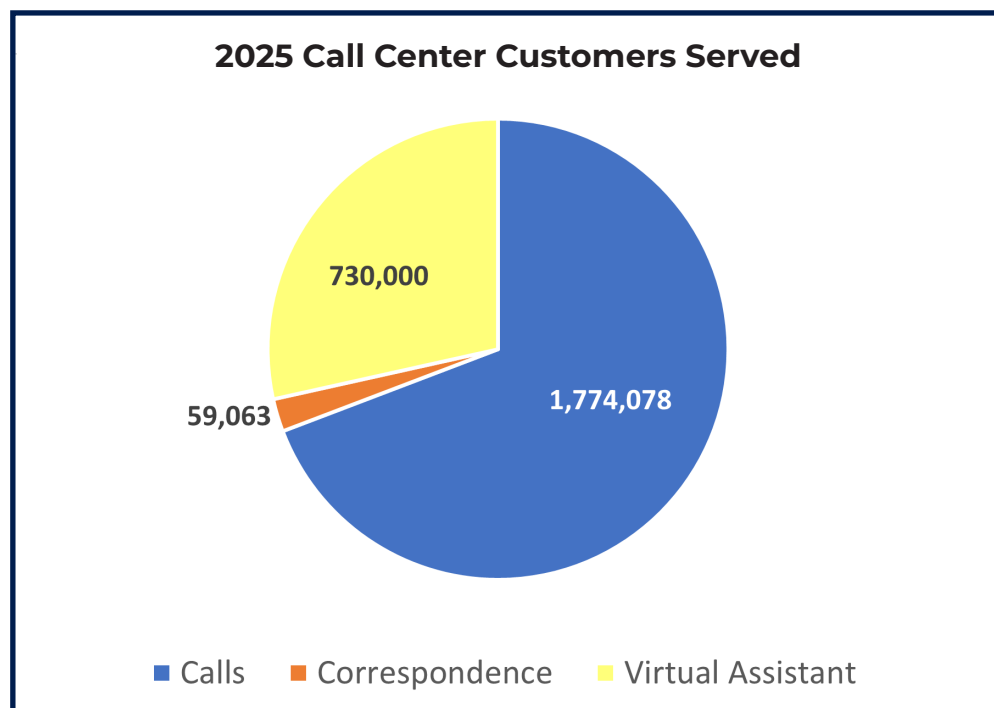
In total, our Mobile Units processed well over 50,000 transactions, underscoring the Commission's commitment to convenience, equity and customer-focused service delivery. Within that total, REAL ID transactions increased from 25,120 in 2024 to 45,786 in 2025, nearly doubling in one year and reinforcing the increased demand for secure identification services and the growing role of the Mobile Units in meeting that need. This year also marked an important milestone for the program, as the New Jersey Motor Vehicle Commission operated a full fleet of four Mobile Units for the first time. The Units are deployed across the state year-round. This operational capacity allows the agency to respond to increased demand, strengthen partnerships with municipalities, and provide elected officials and community leaders with a flexible resource to assist their constituents.



As the Mobile Units continue to operate as true "agencies on wheels," the MVC remains focused on growing this initiative in the years ahead. By meeting customers where they are, the MVC continues to bring services closer to the hundreds of communities the Commission serves statewide, reinforcing a strong bond with our customers by providing improved accessibility and excellence in public service delivered across New Jersey.

Technology Driven

MVC Answers the Call



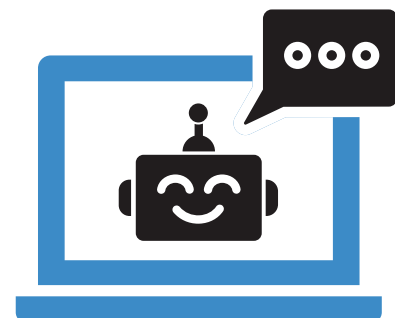
The Motor Vehicle Commission's Call Center delivers best-in-class customer service, fielding more than 2 million calls in 2025 with a personal touch aided by the latest technology.

New Technologies Boost Customer Satisfaction

The New Jersey Motor Vehicle Commission is proud of being at the forefront of utilizing emerging technologies to help drive customer service to new heights.

Over the past year, a comprehensive Virtual Assistant has been deployed in our Call Center and throughout the Commission to provide answers and additional resources for our customers' important questions. MVC team members are available to interface directly with customers during business hours.

Tens of thousands of our valued customers have enjoyed the ease of working through Virtual Assistant, which is prominently displayed on the [NJMVC website](#). Units connected in 2025 include the Uninsured Motorist Safety, Business License Services and Medical Fitness/Re-exam Units. After a successful engagement throughout 2025, more MVC Units are slated to be connected in 2026, including Title Records, Fatal Accident, Motorcycle Safety and Driver Education.



Social Media

Connecting with Our Customers

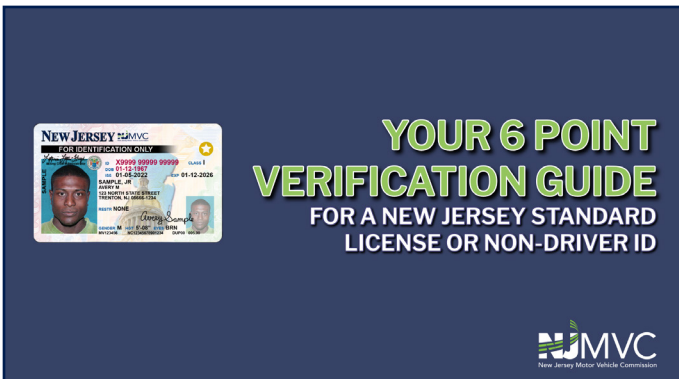
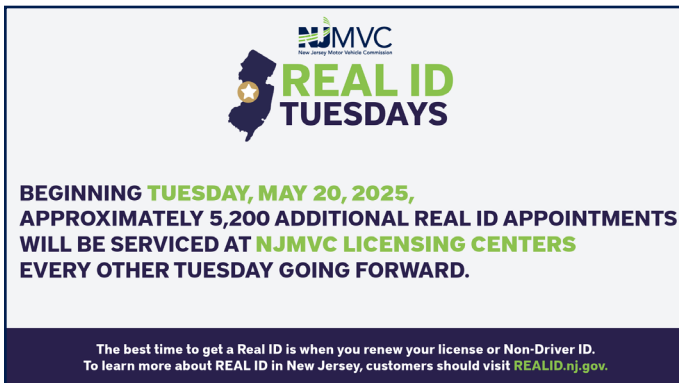
In 2025, the New Jersey Vehicle Commission elevated its social media presence by implementing a comprehensive campaign strategy focused on informing and supporting millions of New Jerseyans with clear, customer-focused communication. In today’s modern communications environment, social media serves as a key channel for delivering timely information and connecting customers with the guidance needed. By reinforcing consistent messaging and improving public understanding of services and procedures, these platforms support effective, customer-centered service delivery.

Content frequently featured NJMVC-branded graphics that highlighted essential information. This included press releases, reminders about motor vehicle and driver license/ID requirements and deadlines, Mobile Unit appointments, REAL ID information, procedural guidance, and access to online services, helping direct customers to accurate, up-to-date information supplied on NJMVC.gov.

These efforts generated strong engagement across all platforms, reaching nearly 75,000 followers and driving notable customer interactions, including views, likes and comments. Customer engagement also included the sharing of personal experiences, asking follow-up questions submitted via direct message, and resharing NJMVC-provided information with others. On a monthly basis, NJMVC also fielded topic-specific direct inquiries to address recurring customer questions and refine ongoing messaging initiatives.

NJMVC’s extensive social media presence and engagement underscores the value of strategic, customer-focused communications in public service, supporting timely, transparent, and responsive communication with New Jersey residents.

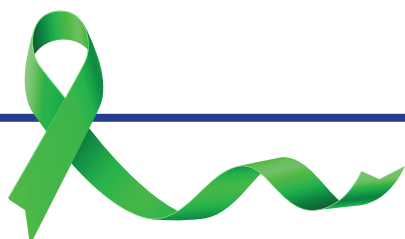
Throughout the year, NJMVC often turned to our Facebook (Meta), Twitter (X) and Instagram pages to share announcements, operational updates, and educational content. Collectively, these platforms provide customers with clear, accessible information related to motor vehicle services.



Security & Investigations

Keeping our customers' documents safe and secure remains a top priority of the New Jersey Motor Vehicle Commission. The Security, Investigations & Internal Audit Unit is the Commission's bulwark against fraud attempts perpetrated on the public, whether through attempted identity theft or crimes involving vehicle registrations, titling, or other instruments. The unit also oversees on-site security at our 40 agencies, Trenton headquarters, and other facilities.

The Security & Investigations Unit carried out 10,609 investigations in FY2025, essentially remaining at the same high level as the record first achieved in FY2024.



Organ Donation



Organ donor registration is available online or in-person at a motor vehicle agency. When registering at an agency, you must present the required 6 Points of ID as well as verification of your address. Remember that you must confirm your decision each time you renew your driver license or non-driver ID.

Online and In-agency Organ Donation participants for FY 2023, FY 2024 and FY 2025:

FY 2023	FY 2024	FY 2025
1,189,370	1,086,442	1,176,357



Voter Registration

If you are eligible to vote in New Jersey, you may register to vote at a motor vehicle agency while applying for/renewing a driver license or non-driver identification ID. The NJMVC will report the information to the New Jersey Division of Elections.

Online and in-agency Voter Registration numbers for FY 2023, FY 2024, and FY 2025:

FY 2023	FY 2024	FY 2025
928,575	817,885	786,423



Diversity, Equity, and Inclusion

Our People, Our Voices at the Heart of NJMVC's DEI Initiative

The New Jersey Motor Vehicle Commission continues to build upon its strong foundation for the continued development of an inclusive environment in the workplace, where diversity, equity, and inclusion guide how we work, lead, and serve the public.

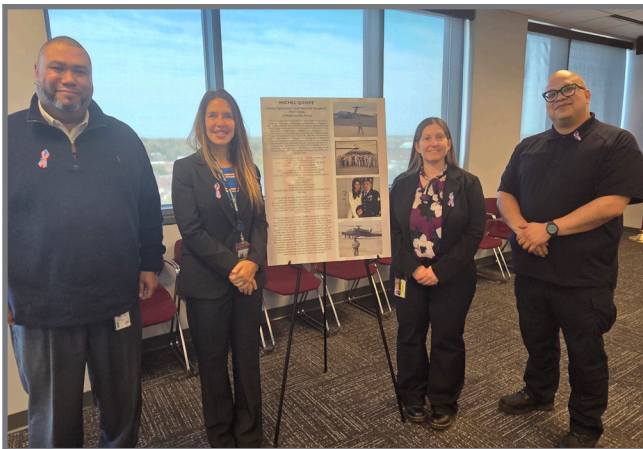
In 2025, NJMVC continued shaping the initiative through a series of events designed to inspire dialogue, elevate cultural and social understandings and strengthen collaboration between staff and leadership. These efforts focused on:

- Navigating unconscious bias and promoting open dialogue around diversity and inclusion.
- Arming employees with strategies to create an inclusive environment.
- Highlighting the diverse perspectives of NJMVC staff and guest speakers through personal stories.

The NJMVC partnered with New Jersey state agencies, universities, and political and community leaders, creating forums where participants shared personal stories, challenges, and triumphs that illustrated the positive impact of diversity on their life experiences.

The Commission curated a refreshed cycle of events, panel discussions and celebrations that underscored the MVC's diverse representation, adding initiatives such as a Veteran's Tribute, alongside long-standing observances including Black History Month, Women's History Month, Asian American & Pacific Islander Heritage Month, and Hispanic Heritage Month, and Breast Cancer Awareness Month, as well as Pride Day and Diwali.

MVC's Diversity & Inclusion internal programs have continued to help shape a workplace culture firmly rooted in the Commission's core values of Professionalism, Integrity, Respect, Creativity, and Accountability. Inviting employees to share perspectives and collaborate with community leaders and others has allowed the NJMVC to strengthen trust and build deeper connections among staff from diverse backgrounds, creating a more united and inclusive workplace that echoes the diverse population we serve.



Our People

Leadership and teamwork are important keys to realizing success in any organization, and the New Jersey Motor Vehicle Commission is proud of the example it sets in these critical areas. They help explain why, year after year, the NJMVC's more than 2,500 dedicated employees can produce tangible results in providing best-in-class service to our customers. Whether it's the more than 13 million transactions completed in 2025, or the service regularly delivered to New Jersey's over 7 million licensed drivers and 6.4 million registered vehicles, we always aim for excellence. Our team looks forward to continuing to deliver impressive results like these in 2026 and beyond!



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YouTube: NewJerseyMVC (<https://www.youtube.com/@NewJerseyMVC>)

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225 EAST STATE STREET

TRENTON, NJ 08666

[HTTPS://WWW.NJMVC.GOV/](https://www.njmvc.gov/)

DRIVING  FORWARD

