

New Jersey Motor Vehicle Commission Performance Indicators - FY 2023	Frequency	Desired Trend	FY 21 Actual	FY 22 Revised¹	FY 23 Target
Improve Driver and Vehicle Safety					
Percent of participants who pass the motorcycle certified rider safety course ²	M	Increase	91.2%	83.6%	100.0%
Average number of bus safety inspections per person per day	M	Increase	5.1	5.8	5.0
Wait time for an emissions inspection at an MVC inspection lane (minutes)	M	Decrease	6.5	6.0	8.0
Service Delivery Levels - Driver Testing					
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	3.6	5.0	< 20.0
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	3.5	4.0	< 30.0
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	1.8	2.0	< 15.0
Service Delivery Levels - Correspondence Response Times					
To speak with a representative for general information	M	Decrease	74.0	17.2	1.0
To provide a response from an email (business days)	M	Maintain	1.0	1.0	1.0
To provide a response from a letter (business days)	M	Maintain	13.0	12.6	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	87.5%	170.0%	100.0%
Service Delivery Levels - Field Agency Wait Time					
Average customer wait-time at an agency for a standard driver license (minutes)	M	Decrease	n/a	n/a	< 45.0
Average transaction time for a REAL ID driver license (minutes)	M	Decrease	n/a	n/a	< 20.0
Number of days mobile units are deployed (mobile unit days; combined for 2 mobile units) ³	M	Increase	19%	49%	> 15.0 ⁵
Service Delivery Levels - License Renewals					
Percentage of qualifying license renewals processed on-line	M	Increase	n/a	n/a	> 25.0%
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	61.2%	56.4%	< 65.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	38.8%	43.6%	> 10.0%
Service Delivery Levels - Vehicle Registration Renewal					
Percent of registration renewals conducted online	M	Increase	52.8%	55.9%	> 38.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	11.6%	11.5%	< 20.0%
Percent of registration renewals conducted through mail	M	Increase	35.6%	32.6%	< 42.0%
Improve Financial Sustainability					
Percent of total federal grant dollars expended for those grants closed during the current state fiscal year ⁴	A	Maintain	100.0%	100.0%	100.0%

n/a = not applicable at this time

1 - FY 22 represents a 5 month average (Jul - Nov)

2 - Motorcycle rider safety training services do not operate during the months of January, February and March.

3 - Mobile Units have 9 month deployment schedules to avoid/allow for winter weather conditions.

4 - Grant data is updated annually every June for current period. Prior period performance is as of June 2021 data.

5 - Prior year parameter showed percentage of operating time mobile units were deployed; FY 23 parameter will show actual number of days mobile units are deployed.