

New Jersey Motor Vehicle Commission	Frequency	Desired Trend	FY 20 Actual	FY 21 Revised¹	FY 22 Target
Performance Indicators - FY2022					
Improve Driver and Vehicle Safety					
Percent of participants who pass the motorcycle certified rider safety course ²	M	Increase	92.0%	90.8%	100.0%
Average number of bus safety inspections per person per day	M	Increase	4.8	5.5	5.0
Wait time for an emissions inspection at an MVC inspection lane (minutes)	M	Decrease	9.0	5.0	8.0
Service Delivery Levels - Driver Testing					
To receive a scheduled road test for a class D drivers license (calendar days)	M	Decrease	20.0	5.2	< 20.0
To receive a scheduled road test for a CDL drivers license (calendar days)	M	Decrease	28.1	5.0	< 45.0
To receive a scheduled road test for a motorcycle drivers license (calendar days)	M	Decrease	6.7	2.4	< 10.0
Service Delivery Levels - Correspondence Response Times					
To speak with a representative for general information	M	Decrease	14.3	79.0	5.0
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	13.2	12.9	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	230.6%	60.0%	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	17.6	< 45.0
Average transaction time for a REAL ID driver license (minutes)	M	Decrease	n/a	15.3	< 20.0
Number of days mobile units are deployed (mobile unit days; combined for 2 mobile units) ³	M	Increase	n/a	25.0	> 50.0
Service Delivery Levels - License Renewals					
Percentage of qualifying license renewals processed on-line	M	Increase	n/a	17.4%	> 25.0%
Percent of qualifying mail-in license renewals processed at agency offices	M	Decrease	67.4%	49.9%	< 65.0%
Percent of qualifying mail-in license renewals processed through the mail	M	Increase	32.6%	32.7%	> 10.0%
Service Delivery Levels - Vehicle Registration Renewal					
Percent of registration renewals conducted online	M	Increase	32.5%	51.3%	> 40.0%
Percent of registration renewals conducted at local agency offices	M	Decrease	32.1%	10.2%	< 25.0%
Percent of registration renewals conducted through mail	M	Increase	35.4%	38.5%	> 35.0%
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%	n/a	100.0%

n/a = not applicable at this time

1 - FY 21 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 2020 data.