

<b>New Jersey Motor Vehicle Commission</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>FY 24 Actual</b>	<b>FY 25 Revised</b>	<b>FY 26 Target</b>
<b>Performance Indicators</b>					
<b>Improve Driver and Vehicle Safety</b>					
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
<b>Improve Customer Identification and Document Security</b>					
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%
<b>Improve Financial Sustainability</b>					
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%