

<b>New Jersey Motor Vehicle Commission</b>	<b>FY 23</b>	<b>FY 24</b>	<b>FY 25</b>
<b>Performance Indicators - FY2025 Materials</b>	<b>Actual</b>	<b>Revised</b>	<b>Target</b>
<b>Improve Driver and Vehicle Safety</b>			
Percent of participants who pass the motorcycle certified rider safety course <sup>1</sup>	86.8%	81.5%	100.0%
Average number of bus safety inspections per person per day	4.2	3.1	5.0
Wait time for an emissions inspection at an MVC inspection lane (minutes)	9.0	9.0	8.0
<b>Service Delivery Levels - Driver Testing</b>			
To receive a scheduled road test for a <b>class D</b> drivers license (calendar days)	2.0	1.0	< 20.0
To receive a scheduled road test for a <b>CDL</b> drivers license (calendar days)	2.0	2.0	< 30.0
To receive a scheduled road test for a <b>motorcycle</b> drivers license (calendar days)	1.0	1.0	< 15.0
<b>Service Delivery Levels - Correspondence Response Times</b>			
To speak with a representative for <b>general</b> information	2.0	1.0	1.0
To provide a response from an <b>email</b> (business days)	1.0	1.0	1.0
To provide a response from a <b>letter</b> (business days)	10.0	11.0	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)	172.9%	156.3%	100.0%
<b>Service Delivery Levels - Field Agency Services</b>			
Number of event days per mobile unit deployed weather permitting. <sup>2</sup>	37.5%	57.2%	>100
<b>Service Delivery Levels - License Renewals</b>			
Percentage of license renewals conducted on-line	n/a	> 25.0%	> 70.0%
Percent of license renewals conducted at agency offices	57.1%	57.7%	< 65.0%
Percent of license renewals processed through the mail	41.9%	42.3%	> 40.0%
<b>Service Delivery Levels - Vehicle Registration Renewal</b>			
Percent of registration renewals conducted online	60.0%	63.1%	> 70.0%
Percent of registration renewals conducted at local agency offices	12.1%	11.6%	< 20.0%
Percent of registration renewals processed through mail	27.2%	25.3%	< 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>	100.0%	100.0%	100.0%

n/a = not applicable at this time

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

2 - Number of event days each mobile unit deployed during the year weather permitting.

3 - Grant data is updated annually every June for current period. Prior period performance is as of June 2023 data.