

2021 Annual Report





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MVC completed more customer transactions in 2021 than ever before, exceeding 12 million transactions for the first time on record.

Message to Our Customers

In 2021, the Motor Vehicle Commission performed extraordinarily well under difficult circumstances.

Our proudest achievement is that, despite the challenges of the virus, MVC completed more customer transactions in 2021 than ever before, exceeding 12 million transactions for the first time on record.

The key to this milestone is our four-year program of updating systems, shifting transactions online, and improving customer service in our agencies.

As a result of our continued IT upgrades, and additions to our capabilities online, 57 percent of all transactions – a total of nearly 7 million – are being completed online. While we struggled with temporary agency closures, our 2020 realignment into Licensing Centers and Vehicle Centers increased efficiencies, with transactions being handled faster than the old one-size-fits-all agency approach.

We also began licensing without regard to immigrations status in May. While other states that have implemented this policy have endured weeks, even months, of problems, system errors, and critical media coverage, we had a smooth launch – thanks to extraordinary work by the entire MVC team.

To help facilitate the launch of the program, our website offered improved communications for first-time drivers, especially non-English speakers, including:

- An introductory video for first-time visitors to MVC, supplemented by an updated FAQ, both in English and Spanish.
- Integration of Google Translate across our user-friendly NJMVC website.
- Driver manuals offered in four languages, adding Chinese and Tagalog to our Spanish and English versions.



- Addressed increased demand for knowledge testing with offsite testing at state college facilities, expanding capacity to test as many as 50 applicants at a time.
- Added camera stations at certain road test locations, enabling immediate license issuance following a successful road test (without a separate visit to a Licensing Center).
- Replaced Cherry Hill road test field house while improving IT and customer facilities.
- Added regional services to our Wayne Licensing Center, making it the sixth Center in the state offering in-person conferences and suspension restoration.
- Opened a new Licensing Center in Elizabeth.

The Commission also hosted Facebook Live and in-person meetings with community groups to introduce and answer questions about the new program.

Expanded services this year included;

- Allowing New Jerseyans an option to select “X” instead of “M” or “F” if they identify as non-binary, or simply wish not to specify their gender.
- Expanded and upgraded appointment systems.
- To address critical shortages of commercial drivers, we established “concierge service” for school bus customers, NJ Transit, and major CDL driving schools, enabling permits and testing within a day or two of request. Roughly 1,000 CDL appointments were made through this new service.

Perhaps most importantly, we continue to shift customers to online services, so that the percentage of in-person agency visits has dropped from roughly half to just over 25%, even as our total transactions hit record highs.

It is our job to provide best-in-class customer service every day and we won’t rest until we deliver, as we continue to drive New Jersey forward.

B. Sue Fulton
 NJMVC Chair & Chief
 Administrator

A handwritten signature in white ink, appearing to read "B. Sue Fulton".

Improvements in Customer Service

The New Jersey Motor Vehicle Commission pledges to provide best-in-class customer service. This is not just a phrase or mantra to us, but a guiding principle. As the state of New Jersey's largest customer-facing agency with more than 6 million license holders and millions more vehicle registrations and other transactions accomplished annually, the NJMVC owes this level of commitment to the public. Top notch customer service, along with maintaining the security and integrity of our documents, is the driving force behind everything we do at the Commission. We continued to push that agenda forward at the NJMVC in 2021 with the addition of a number of new initiatives and systems aimed at improving the customer experience while maintaining the highest levels of document security.

Despite the ongoing COVID-19 pandemic, the Commission accomplished the highest number of annual transactions for 2021 in its history, at just over 12 million! That's nearly a quarter million more transactions than were seen in the previous high-water mark of 11.8 million in calendar year 2018.

Much of this was accomplished through increased availability of transactions over the internet, which the Commission and its IT and other departments have been working hard to implement under the Murphy administration beginning in 2018. Roughly 60% of our business is conducted online. The record number of transactions the NJMVC completed was also a function of improved service capabilities at our agencies and road test facilities. By separating agencies into Licensing and Vehicle Centers after the unprecedented pandemic closure between March and July 2020, we have been able to move customers through these agencies more quickly due to increased expertise and improved systems.

We have also expanded the number of services offered by appointment in our agencies. And we've installed cameras in many of our road test field houses so that applicants who pass their test can get their driver license immediately without another, separate visit to a Licensing Center.

We made the Commission and its offerings more user-friendly for first-time license holders by posting Commission-produced YouTube videos in English and Spanish, expanding our Driver Manual to four languages and adding Google Translate to the NJMVC website. These actions were taken to better implement New Jersey's new law offering driver licenses or non-driver IDs to any New Jersey resident without regard to immigration status, a change that may impact as many as 450,000 residents who fall into this category.



COVID-19



MVC hosted vaccination clinics throughout the state

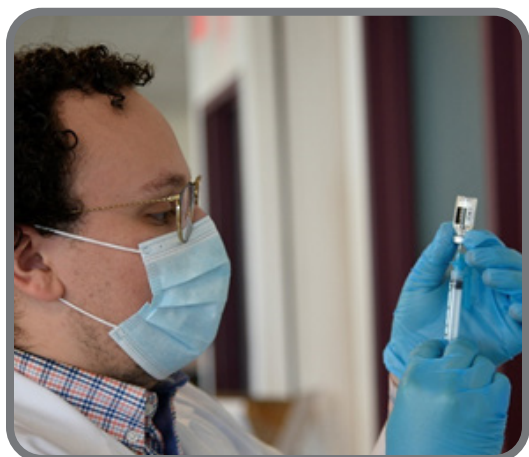


Employees were vaccinated on-site at MVC locations



MVC maintained a safe environment

- The pandemic continued into a second calendar year, forcing the New Jersey Motor Vehicle Commission along with the rest of the world into continued uncharted territory.
- A vaccine that was made available in early 2021 became something of a game-changer as the NJMVC was able to offer vaccines to its more than 2,600 employees. Later, regular testing for the coronavirus became mandatory for those employees who chose not to be vaccinated.
- Closure days due to COVID dropped dramatically after most employees were vaccinated.



New and Expanded Facilities

The NJMVC improved our services statewide, returning to some communities while expanding and modernizing in others.



New Licensing Center

In October, the Commission opened a new agency, a Licensing Center, in the City of Elizabeth after it had been 10 years without one. The previous administration had stripped the city, New Jersey's 4th largest, of its only agency and the Commission made good on Governor Phil Murphy's pledge to bring it back.



Return of a Regional Center

On September 27, the NJMVC returned a Regional Center to Wayne after more than 10 years without one. The center was opened behind the new Wayne Licensing Center, a state-of-the-art facility opened in October 2020.



Expansion of Hybrid Center

Rio Grande Licensing Center was expanded as a hybrid center in North Cape May to allow it to also handle vehicle business, such as registrations and titles. This was done to address a geographical gap, as the nearest vehicle center was a 90-minute drive.



New Road Test Field House

A new Road Test field house was built and the grounds improved, replacing a "temporary" trailer that had served the purpose for three decades. Among the highlights – the new field house features high speed internet service and will be capable in the future of issuing driver licenses on-site. Another plus – separate restroom facilities for customers and staff.

Status Neutral Licensing



The Motor Vehicle Commission launched Status Neutral Licensing – or licensing without regard to immigration status – on May 1.

It was a big commitment, with estimates that as many as 450,000 undocumented New Jerseyans would qualify for driver licenses.

We got right to work on connecting with community organizations, non-profits, and religious groups to help reach out to individuals in their communities who could be affected.

The NJMVC, in coordination with Governor Murphy’s office, launched the Status Neutral Licensing program with a question-and-answer announcement over Facebook Live that drew more than 28,000 viewers.

The Commission also held a number of virtual and in-person outreach events in the weeks and months that followed, reaching some 50,000 people interested in applying for a status neutral license.

In addition, the NJMVC strengthened its multi-lingual online presence and tools.

- We produced an in-house YouTube video in both English and Spanish, explaining each of the steps customers would encounter.
- We offered two additional languages, Chinese and Tagalog, for our online Driver Manuals in addition to the English and Spanish already offered.
- We added Google Translate to the website, allowing customers who use many additional languages to access information.



Social Media

Keeping in Touch with Our Customers



The NJMVC maintains a robust social media presence that provides outreach to our customers and gives our customers another means for reaching out to us.

The NJMVC regularly engages with the public on Twitter, Facebook, Instagram, and YouTube.

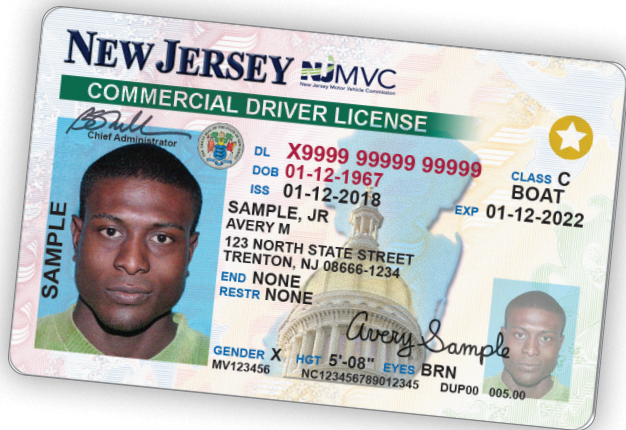
We also use the platforms to assist customers.

Twitter and Facebook also serve daily as major conduits of information from the Commission to our customers and vice versa. This has proven to be especially important during the pandemic, as the NJMVC was able to inform the public in real time about the operating status of agencies in the face of unavoidable closures due to COVID-19 exposure and necessary cleaning.

Our Facebook page and YouTube channel also helped us launch Status Neutral Licensing statewide and to open a dialogue with our customers, keeping them informed on all the changes and developments with the new law allowing New Jersey residents to obtain driver licenses and state IDs without regard to immigration status.



Gender X Designation Adopted for Driver Licenses and Non-driver IDs



The Commission made available for the first time in New Jersey gender X licensing and state IDs, where New Jerseyans who don't identify as male or female, or just don't want their gender specified on their license or state ID, can now select "X" instead of "M" or "F."

The "Declaration of Gender Designation Change for New Jersey Motor Vehicle Commission Driver License or Non-Driver Identification Card" form was made available at NJMVC Agencies as well as by download from the NJMVC website, njmvc.gov. The change no longer requires the signature of a health care practitioner.

NJMVC Chief Administrator Sue Fulton in announcing the change, stated publicly: "Diversity and inclusion are core values for New Jersey, and for all of us at the MVC. We know this new option will be deeply impactful for many residents, as access to resources and the ability to live and work freely so often hinges on having documentation that correctly reflects your identity."

The ability to live and work freely so often hinges on having documentation that correctly reflects your identity.

*Sue Fulton
NJMVC Chief
Administrator*

Noting that New Jersey is one of the most diverse states in the nation, Chief Fulton added, "it is a bedrock principle for us at the NJMVC that we represent and treat every individual with respect and dignity. Allowing customers to change their gender designation to reflect their gender identity is deeply important for showing that all New Jerseyans are valued equally. We are proud to stand with our LGBTQ+ community."

The ability to change gender designation by self-attestation follows the passage of the "Babs Siperstein Law," named after the noted transgender activist, and signed into law by Governor Phil Murphy on July 3, 2018. New Jersey joins 19 other states and Washington, D.C. in offering X gender markers on driver licenses and state IDs. Originally planned for late 2020, the implementation of a gender "X" option was delayed due to the COVID-19 public health emergency. It required modifications to the MVC computer system and completing the move to issue licenses and IDs via Central Issuance.

Mobile Units



On the Road Across the Great Garden State

Our Mobile Units continued to travel the Garden State in 2021, bringing MVC services closer to customers in literally dozens of communities, from Cape May in the south to Montvale in the north and many, many towns and cities in between.

Staffed by dedicated teams of NJMVC professionals, our units handled more than 3,000 transactions during these visits, issuing everything from driver licenses and non-driver IDs to vehicle and boat registrations.

In addition to visits to town halls, senior citizen centers and other popular community venues, the Units have also been utilized for special assignments. These include the NJMVC's participation for the second year in a row in

New Jersey's Mini Family Festivals, organized by First Lady Tammy Murphy in her ongoing efforts to improve maternal health in marginalized communities.

The units were also dispatched to colleges in North and South Jersey to help reduce a driver license knowledge testing backlog that developed late last summer and fall. They helped process hundreds of customers taking tests at specially set up sites at Passaic County Community College in Wanaque and Rowan College at Burlington County.

We're proud of our Mobile Units and the teams that staff them and their record of delivering excellent NJMVC services all over the state.

Enhanced Security for Driver Licenses and Non-driver IDs

The NJMVC, working with the New Jersey Office of Homeland Security and Preparedness, completed our rollout of a long-planned security upgrade with a new license design containing modern security features, issued centrally from a secure production facility.

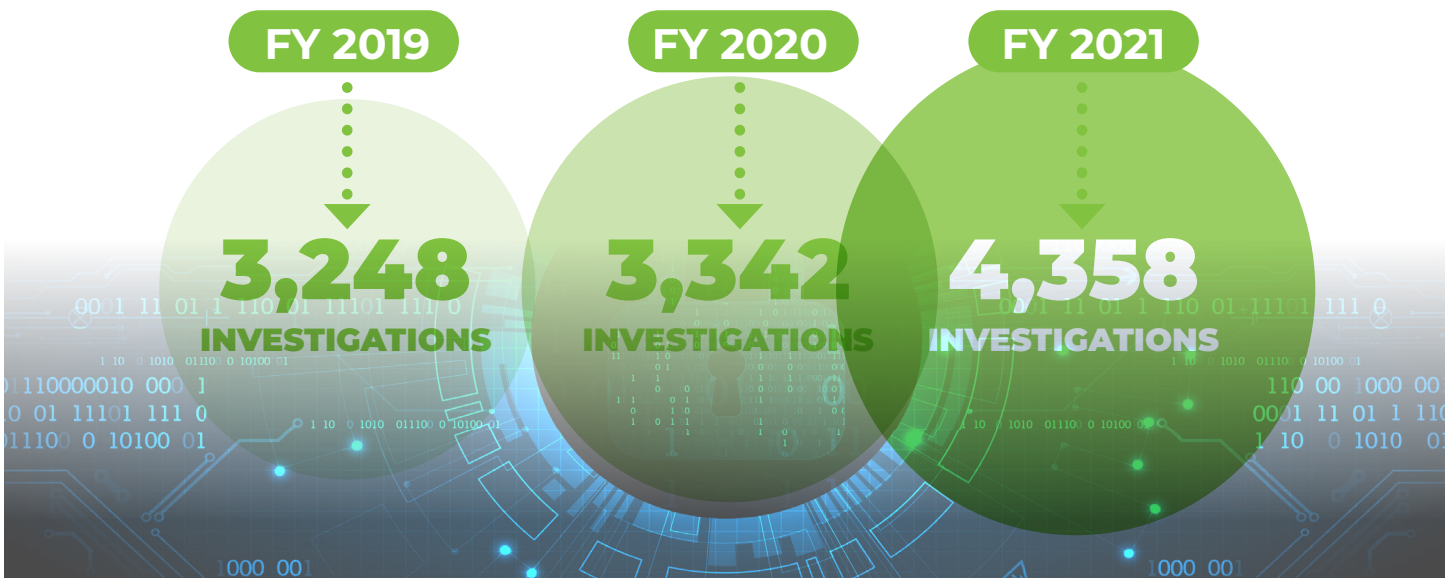
With the move, the MVC joins more than half of U.S. states in an industry best practice that provides greater fraud protection and security for individuals' personal information and protects them from identity theft.

For customers who receive their licenses and IDs at a Licensing Center, this means the documents will be mailed rather than handed over at the counter, where a temporary license or ID will be issued. The new system, which also is more efficient and moves counter traffic faster, also complies with federal **REAL ID** standards scheduled to take effect in May, 2023.



Security & Investigations

The Security, Investigations & Internal Audit division is primarily responsible for the protection of the New Jersey Motor Vehicle Commission's infrastructure, employees, and customers. Security & Investigations personnel also assist Agency Operations in the detection of routine attempts to defraud the MVC and its customers. The division is comprised of three specialty areas – Security and Investigations, Investigative Support Services, and Internal Audit.





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 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 2019, FY 2020, and FY 2021.

FY 2019	FY 2020	FY 2021
981,732	781,723	1,116,477



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's license or non-driver identification (ID) card. The MVC will report the information to the New Jersey Division of Elections.

Online and In-agency Voter Registration numbers for FY 2019, FY 2020, and FY 2021.

FY 2019	FY 2020	FY 2021
981,732	781,323	918,282

Our People

The New Jersey Motor Vehicle Commission's more than 2,600 employees showed their resilience and can-do spirit throughout 2021, even in the face of a continuing global COVID-19 pandemic. The inspirational leadership of MVC Chief Administrator Sue Fulton and her super talented executive team helped guide the MVC through another year of unprecedented challenges while still breaking an NJMVC record for doing business by processing for the first time ever more than 12 million transactions!



Budget

NJMVC FY 2021 Annual Budget Report

	Actuals ¹	Budget ²
Resource		
Reappropriation		
Surplus/(Deficit) Adjustment ³	\$9,461	\$57,446
Transfer Adjustments In/(Out) ⁴	\$10,994	\$9,870
Operating Resources		
MVC Base Budget	\$325,551	\$320,389
Security Surcharge (\$7)	\$46,686	\$45,266
Digital Driver License Fee (\$6)	\$15,139	\$16,786
Sub-Total Operating Resources	\$387,376	\$382,441
Dedicated Resources		
Commercial Vehicle Enforcement Fund	\$18,076	\$16,991
Commercial Bus Inspections	\$932	\$1,006
School Bus Inspections	\$1,327	\$1,307
Omnibus	\$5	\$19
Motorcycle Safety Education Fund	\$591	\$495
Security Responsibility ⁸	\$21,181	\$23,200
Texting While Driving Campaign	\$43	\$2,384
Other Various Dedicated Revenues	\$2,435	\$537
Sub-Total Dedicated Resources	\$44,590	\$45,939
Bond Fund		
Bond Fund Reappropriation ⁵	\$3,385	\$3,385
Bond Fund Interest ⁶	-	-
Sub-Total Bond Fund	\$3,385	\$3,385
Grant Funds		
Prior Year Grant Award Balances ⁷	\$2,324	\$1,767
Grant Awards	\$500	\$1,800
State Match Grant Accounts	\$315	\$195
Sub-Total Grant Funds	\$3,139	\$3,762
TOTAL RESOURCES	\$458,945	\$502,843

	Actuals ¹	Budget ²
Expenditures		
Operating Expenditure		
Salaries & Fringe	\$184,068	\$220,758
Materials and Supplies	\$18,588	\$18,140
Services Other Than Personal	\$57,418	\$73,238
Parsons Inspection Contract	\$37,501	\$43,190
Maintenance and Fixed Charges	\$5,895	\$7,112
Claims and Indirect	\$10	\$507
Additions, Improvements, Equipment	\$11,311	\$12,760
Sub-Total Operating Expenditures	\$314,791	\$375,705
Dedicated Fund Supported Expenditures		
Commercial Vehicle Enforcement Fund	\$6,560	\$7,887
Commercial Bus Inspections	\$2,441	\$2,904
School Bus Inspections	\$8,350	\$9,953
Motorcycle Safety Education Fund	\$477	\$542
Texting While Driving Campaign	-	\$2,000
Omnibus	\$11	\$19
Security Responsibility ⁸	\$21,181	\$23,200
Sub-Total Dedicated Expenditures	\$39,020	\$46,505
Bond Fund	-	\$3,385
Grant Award Expenditures	\$768	\$765
State Budget Contributions ⁹	\$91,821	\$70,321
TOTAL EXPENDITURES	\$446,400	\$496,681
Total Resources: All Funds	\$458,945	\$502,843
Total Expenditures: All Funds	\$446,400	\$496,681
Surplus/(Deficit): All Funds ¹	\$12,545	\$6,162

¹ FY 2021 Actuals are based upon close-out, which includes expended and encumbered through July 31, 2021.

² FY 2022 Budget is the approved amount through the Executive and Legislative Processes (Appropriation Act).

³ Surplus Adjustment excludes prior year grant balances and bond fund reappropriations. The FY 2021 Surplus is per MVC's FY 2021 close-out, while FY 2022 is per the FY 2022 Appropriation Act.

⁴ Transfer Adjustments are those funds identified through Memoranda of Agreement for services not specifically listed in the expenditure categories.

⁵ Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years and is based on the Fiscal Plan submitted to Treasury that includes FY 2021 actuals.

⁶ No Bond Fund interest is anticipated to post to the Treasury Accounting System.

⁷ Prior year federal grant program funding balances for ongoing projects.

⁸ Security Responsibility revenues equals its expenditures.

⁹ State Budget Contributions are those funds made available through expenditure reductions as directed through budget language or a Department of Treasury.

Board of Directors



Matthew J. Platkin
Acting Attorney General



Diane Gutierrez-Scaccetti
Commissioner of Transportation



Elizabeth Maher Muoio
State Treasurer



Diane M. Legreide
Board Member



Stephen S. Scaturro
Board Member



Walter S. Orcutt
Board Member

NJMVC
New Jersey Motor Vehicle Commission

DRIVING **NJ** FORWARD

MISSION
We serve the people of New Jersey by promoting motor vehicle safety, earning the public trust through the integrity of our documents and services, and delivering exceptional service.

VISION
We are driven to set the standard for efficient, innovative, and responsive government services.



2021 ANNUAL REPORT

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