

# ANNUAL REPORT 2015



New Jersey Motor Vehicle Commission

# CHIEF ADMINISTRATOR'S MESSAGE



The New Jersey Motor Vehicle Commission's efforts to develop and implement programs that better serve the citizens of the State of New Jersey reached new heights in 2015.

The MVC undertook one of the largest public education campaigns in its history with the launch of JustDrive.com. New Jersey took aim at texting and talking while driving with an awareness campaign. It used television, print, radio and billboard advertisements to warn against talking and texting on a handheld device while operating a motor vehicle. The interactive website – as well as its engaging social media presence – provides citizens with an online forum to share stories about driving behavior. This outreach, coupled with increased fines and penalties signed into law by Governor Christie in 2014, has resulted in a 28% reduction in violations issued for this dangerous behavior in the first year of the messaging campaign. While these are great signs of progress, there is still much work to be done as we see these deadly actions each and every day on our roadways.

But our mission to help save lives took many forms in 2015.

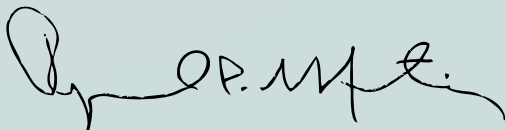
Organ and tissue donation in the State of New Jersey reached a record high, increasing to a 37% participation rate in 2015. The Motor Vehicle Commission's organ donor registry, as well as public education and strategic

partnerships have led to the largest year in this life-saving endeavor.

This was also an important year for the Commercial Driver License program. Cross-departmental efforts were underway for much of the year to bring New Jersey into full compliance with new standards set by the Federal Motor Carrier Safety Administration (FMCSA).

It's also worth noting that all of these milestones were accomplished while many of our facilities were undergoing a facelift. Renovations were completed at our Eatontown, West Deptford, and North Bergen agencies, while plans for a new Rio Grande Agency were developed for an early 2016 opening. We continue to seek opportunities to improve our aging facilities and implement modern technology to help us better meet the needs of the public.

These are just some examples of the Motor Vehicle Commission's steadfast dedication to serving the great State of New Jersey. The following pages of this report further detail the hard work and resolve that led to successes in fiscal responsibility, safety, security, and forming new partnerships throughout 2015, cementing the MVC's reputation as the model for excellence in motor vehicle services.



Raymond P. Martinez  
Chairman and Chief Administrator

# VISION, MISSION AND CORE VALUES

## **VISION**

To be the model for excellence in motor vehicle services.

## **MISSION**

To promote motor vehicle safety for our citizens by delivering secure, effective and professional motor vehicle services, and to achieve public trust and confidence in the quality and integrity of those services.

# CORE VALUES

## PROFESSIONALISM

We proudly represent our profession and our public service by exhibiting a consistent commitment to service, quality and efficiency in all our work.

## INTEGRITY

We work with the highest standards of integrity and honesty, producing documents that are universally recognized as secure and valid. We vigorously fight fraud.

## RESPECT

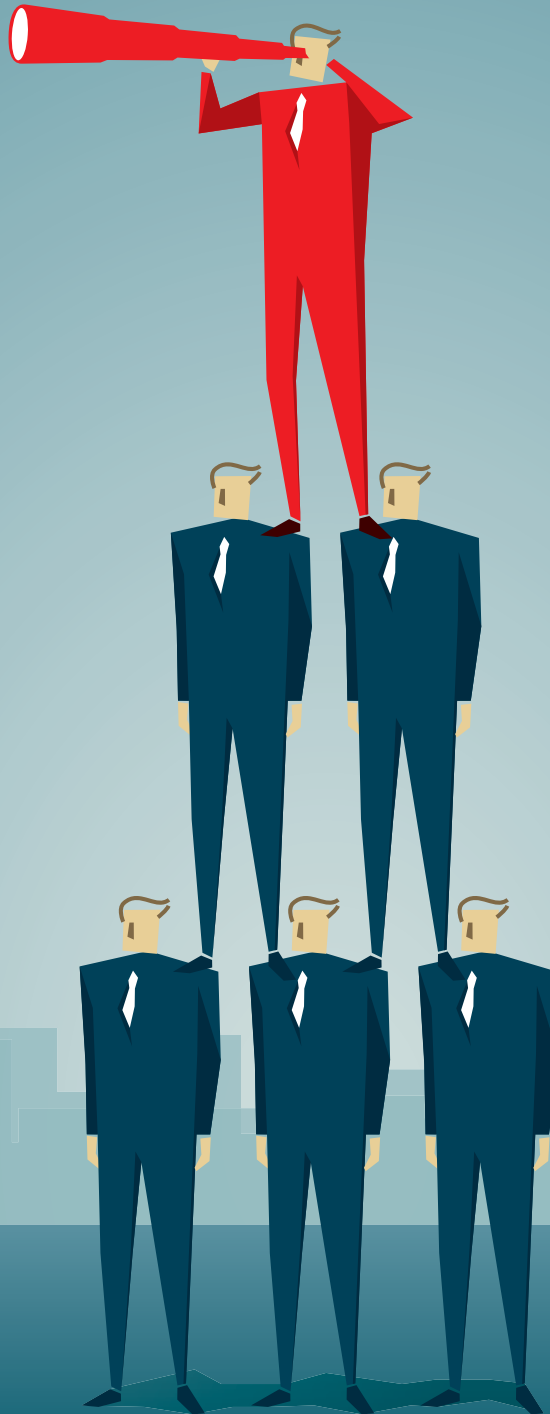
We are courteous and supportive in all of our interactions with customers and colleagues. We foster an environment that encourages career development and recognizes the contribution of all individuals.

## CREATIVITY

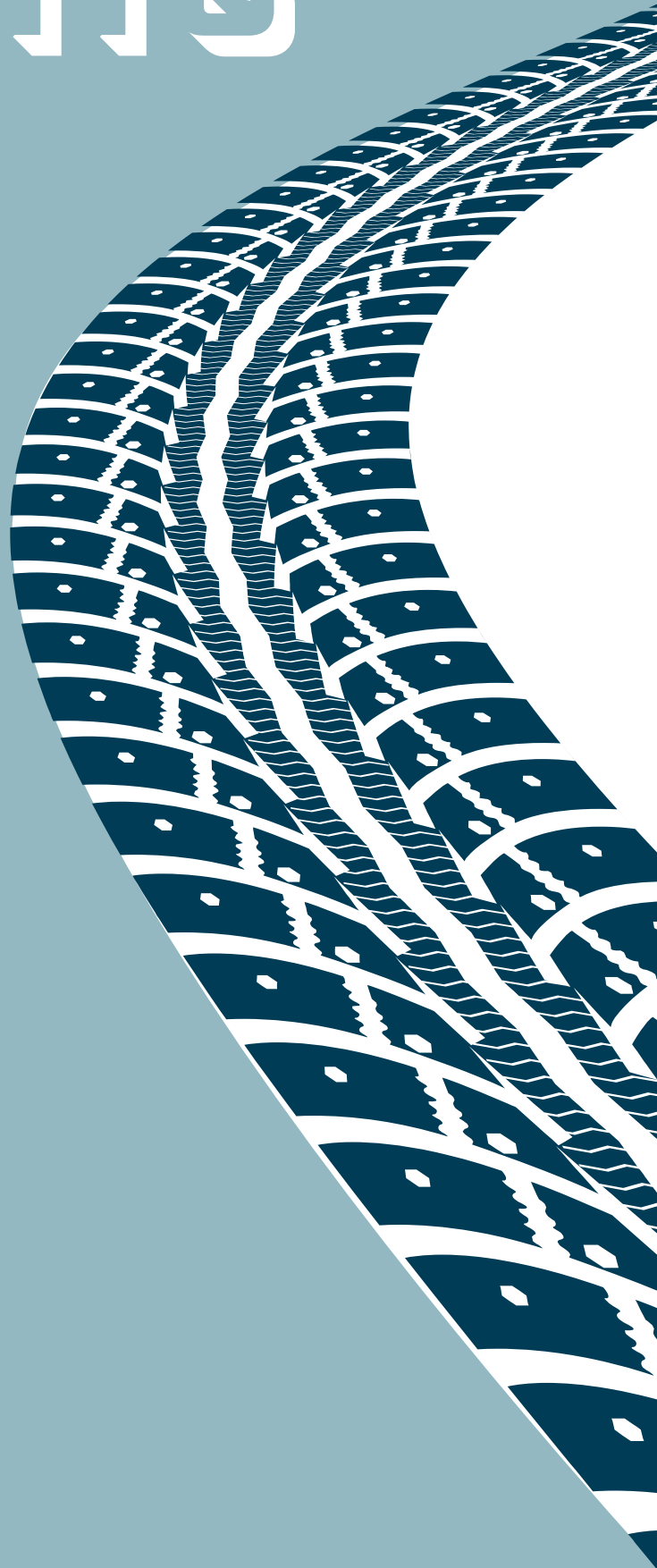
We approach challenges with creativity and flexibility. We are constantly searching for ways to improve how we do business and to create more value for those we serve.

## ACCOUNTABILITY

We are accountable for what we say and do. We say what we mean and do what we say.



# CONTENTS





Chief Administrator's Message	2
Vision, Mission And Core Values	4
Agency Services	8
Commercial Driver Testing (CDL)	10
Business & Government Operations	11
Compliance & Safety	12
Enhanced Inspection & Maintenance	14
Customer Information & Advocacy	15
Financial Management	15
Information Technology	18
Procurement	19
Regulatory & Legislative Affairs	19
Security & Investigations	19
Investigative Support Services	20
Title Records Unit	20
Internal Audit	20
Communications	21
Human Resources	22

# AGENCY SERVICES

## Public Information Video System (PIVS) and Queuing System

A bid was awarded to Motor Vehicle Network to install a video and queuing system in all MVC Agencies. The new technology will improve customer access and flow, assist staff with customer volumes, increase efficiencies, provide real time and historical data on agency transactions, and manage wait times.

### Skip the Trip

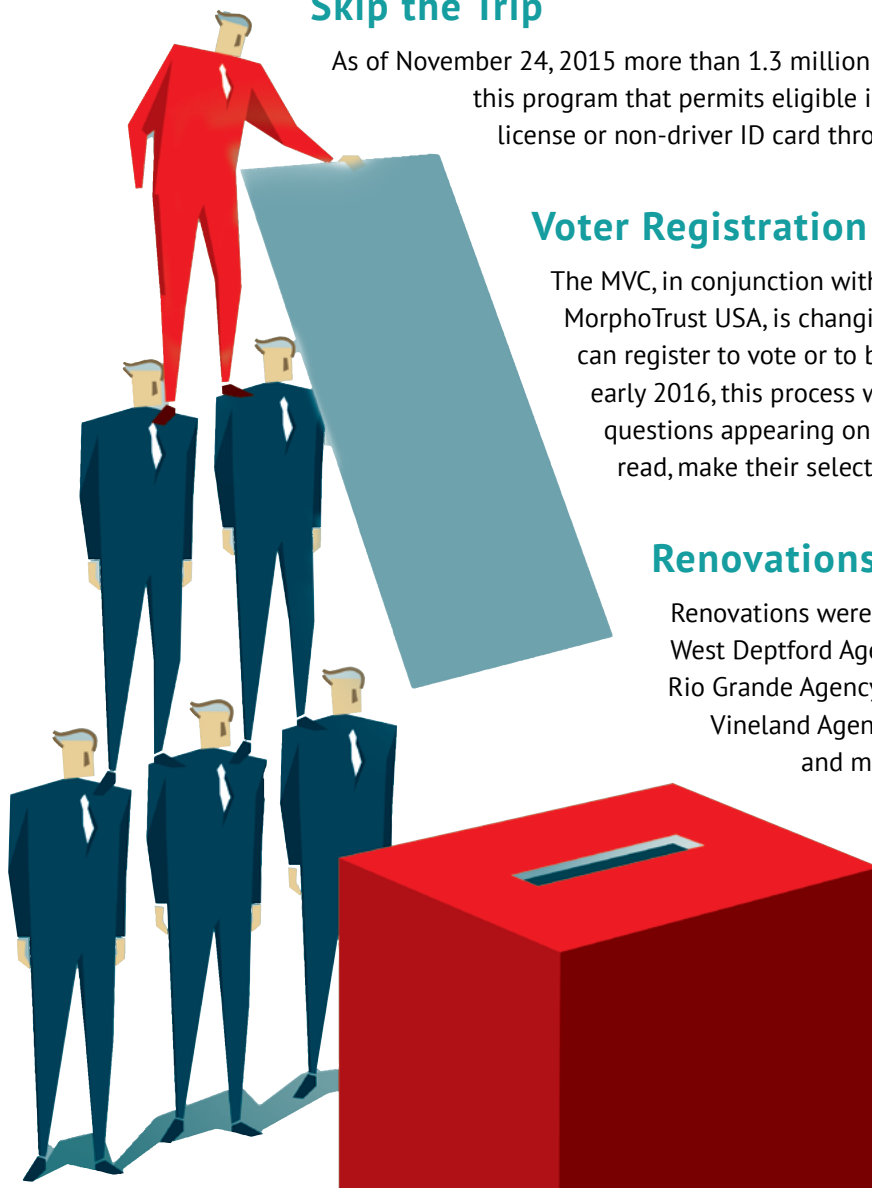
As of November 24, 2015 more than 1.3 million customers had taken advantage of this program that permits eligible individuals to renew their driver's license or non-driver ID card through the mail.

### Voter Registration / Organ Donation

The MVC, in conjunction with the State Board of Elections and MorphoTrust USA, is changing the manner in which a customer can register to vote or to be an organ donor. Starting in early 2016, this process will become 'customer facing' with questions appearing on the signature pad for customers to read, make their selections, and respond.

### Renovations and Relocations

Renovations were completed at our Eatontown Agency, West Deptford Agency, and North Bergen Agency. A new Rio Grande Agency is expected to open early 2016. The Vineland Agency was relocated and is now larger and more modernized.





(NORTH)



**NEW JERSEY**  
**MOTOR VEHICLE COMMISSION**

Chris Christie  
 Governor

Kim Guadagno  
 Lt. Governor

Raymond P. Martinez  
 Chairman and Chief Administrator

03 August 2015



# COMMERCIAL DRIVER TESTING

At the start of 2015, there were 10 sites providing CDL testing throughout the State. Due to new required skill testing maneuvers, three sites were deemed inadequate to handle a larger course. Eight sites were modified and upgraded to accommodate the new testing requirements. The MVC now has 13 courses in total. The site modifications included:

- **Moving and/or rerouting automobile and motorcycle testing,**
- **Paving each site**
- **Painting new courses (CDL, auto and motorcycle)**

The CDL Mobile Compliance Unit successfully trained all Safety Specialists and Supervisors; planned and built new courses, and implemented the new testing criteria, meeting the federal deadline of July 8, 2015. Moreover, the MVC successfully passed the AAMVA audit, thus ensuring that the MVC meets federal requirements.

Six members of the CDL Mobile Compliance Unit were certified by the FMCSA to perform Skill Performance Evaluations. The SPE enables the MVC to evaluate persons with disabilities to either allow them to retain their CDL or permit applicants to be given a CDL test. The final evaluation is made by the FMCSA; MVC personnel provide the skill evaluation data.

A new double CDL course was designed to meet CDL demand in the South. The new CDL skills test site opened in July of 2015. There are now two double courses.

The MVC began the issuance of a Commercial License Permit, or CLP. This secure permit is similar in look and design to our current Enhanced Digital Driver's License.



# BUSINESS & GOVERNMENT OPERATIONS

## **International Fuel Tax Association (IFTA) Auditing**

The audit plan requires that New Jersey make up the audit shortfall from prior years by completing 543 audits over a five year period (CY2014 – CY2018) in addition to the standard number of minimum required audits per year. The Motor Carrier Services (MCS) operation exceeded the audit goal imposed by IFTA, Inc. for CY2015.

## **International Revenue Plan (IRP) Auditing**

MCS met the audit goal imposed by IRP, Inc. needed to return to compliance. This achievement was recognized at the IRP Annual Business meeting in May 2015 by the IRP Dispute Resolution Committee.

## **IRP/IFTA Trip Permit Program**

MCS has completed the rollout of a business opportunity advertisement allowing permitting companies to issue IRP and IFTA trip permits on its behalf.

## **Case Management System**

The Business Licensing Service bureau (BLS) implemented a case management system on the IT Help Desk platform utilizing “Footprints” database software. This system allows the tracking of the various types of investigations performed by the compliance audit team. In addition to housing backup documentation and enabling the allocation of assignments to auditors, the system also captures metrics that can eventually be used to track trends and auditor productivity.

# COMPLIANCE SAFETY



## CDLIS 5.3.2

On October 27, 2015, the NJMVC passed the CDLIS 5.3.2 structure test administered by the American Association of Motor Vehicle Administrators (AAMVA) and implemented the CDLIS programs into production on November 8, 2015. Thus, the MVC is currently in compliance with federal regulations. As part of the CDLIS 5.3.2 project, numerous presentations were given to the motor carrier industry to inform them of the new CDL/CLP changes. Presentations were given to NJ Motor Truck Association, Bi-State Carriers Association, New Jersey Police Traffic Officers Association and various school bus associations.

## CDLIS Medical Certificate Monitoring Implementation

As required by federal mandate, all 250,000 New Jersey commercial drivers were notified to submit their commerce type and valid medical examiner certificate to satisfy federal requirements. Beginning January 30, 2015, CDL drivers required to submit a current medical examiner's certificate to the State Driver's License Agency (SDLA) in accordance with 49.C.F.R. §383.71(h) are no longer required to carry on his/her person the medical examiner certificate. With the implementation of an automated notification process in February 2015, CDL drivers who are not in compliance with federal regulations are identified and notified of CDL license decertification and/or downgrade and are instructed to submit updated information to maintain federal compliance if they wish to maintain their CDL driving privilege.

## Supporting the Courts

The MVC Court Liaison continues to provide training sessions with judges and prosecutors. A total of 21 presentations were given throughout the year on various topics including the cell phone law change.

Processes in the unit were revised to maintain a 24 hour turn-around time on processing Intoxicated Driver Program (IDP) suspensions and compliance. The creation of a court email box has reduced hardcopies received from the various courts.

## OLS (Office of Legislative Services) Audit

In June 2015, the Support Group received from Security and Investigations a report of approximately 3,000 drivers with multiple driver license records. Staff reviewed the records and notified drivers via mail to submit proper identification at the Trenton and Paterson Regional Service Centers so records could be merged. Failure to comply with the notification ultimately results in an identification suspension. In addition, 300 out of state drivers were notified to submit their identification to the Support Group to combine their multiple numbers. Notifications were completed in November 2015.

## Facial Scrub Project (FS-12) and Interstate Fraud Prevention Initiative CDL(IFPIC)

In January 2015, Support Group received from Security and Investigations a total backlog of 484 cases as a result of the initial facial scrub (376 Cases) and IFPIC project (108 cases). Support Group reviewed and analyzed records that included, but were not limited to, clerical errors, multiple number cases, misstatement of fact and fraud. Support Group was able to complete this project in October 2015.





# ENHANCED

# INSPECTION & MAINTENANCE

## Audits

Staff conducted 13,968 overt audits at Centralized Inspection Facilities (CIF) and Private Inspection Facilities (PIF). Overt audits cover the examination of all records and test equipment to ensure integrity. A total of 2,759 covert audits were conducted at CIF and PIF locations.

## Specialty Inspection

The unit conducted 2,829 salvage inspections to determine the accuracy of the vehicle identification number of a vehicle deemed salvage and/or any identification numbers of any of the major component parts used to reconstruct, rebuild or repair the motor vehicle, before a certificate of ownership will be issued.

## Support Group

The unit answered more than 14,000 phone calls from the motoring public and internal stakeholders.

This group reviewed 978 investigative reports from the auditing group concerning improper recordkeeping, procedures, possible fraudulent activities by emission inspectors and inspection facilities. In response to these reports there were 64 pre-hearing conferences conducted, leading to 17 suspensions and \$107,850 in civil penalties assessed.

## Mobile Inspection Teams

In conjunction with local law enforcement, the Mobile Inspection Teams conducted more than 13,000 vehicle inspections in order to maintain compliances.



# CUSTOMER INFORMATION & ADVOCACY

## Contact Centers

Training was extended to every agent in the Contact Center to maximize staff scheduling.

The unit processed approximately 6,000 scheduling events each month.

Management eliminated the toll free number for general information. There have been no customer complaints filed and based on billing statements provided by Financial Management, fiscal year savings of over \$350,000 have been realized.



# FINANCIAL MANAGEMENT

The MVC Budget successfully obligated and expended 100% of the Federal Motor Carrier Safety Assistance Program (MCSAP) grant funding.

The MVC received, monitored, and tracked approximately \$1.2 billion in operating revenues during the fiscal year. The Revenue Unit accurately forecasted revenue collections within 1% of projections.

MVC Budget was able to prepare the salary, overtime, and fringe benefit component of the Fiscal Plan within less than 3% variance. MVC currently employs 2,040 full-time employees plus part-time and hourly staff.

NEW JERSEY MOTOR VEHICLE COMMISSION  
**FY 2016 ANNUAL BUDGET REPORT**  
 (IN MILLIONS)

RESOURCES	FY 2015 ACTUALS <sup>1</sup>	FY 2016 REVISED BUDGET
<b>Reappropriation</b>		
Surplus/(Deficit) Adjustment <sup>2</sup>	\$ 35,756	\$ 74,857
Transfer Adjustments In/(Out)	\$ 2,598	\$ 7,600
<b>Operating Resources</b>		
MVC Base Budget	\$ 301,664	\$ 305,116
Security Surcharge (\$7)	43,176	42,912
Digital Driver License Fee (\$6)	13,295	13,383
<b>Sub-Total Operating Resources</b>	<b>\$ 358,135</b>	<b>\$ 361,411</b>
<b>Dedicated Resources</b>		
Commercial Vehicle Enforcement Fund	\$ 14,148	\$ 14,409
Commercial Bus Inspections	649	599
School Bus Inspections	1,268	1,362
Motorcycle Safety Education Fund	460	437
Security Responsibility	21,664	21,780
Texting While Driving	3,212	2,000
Other Various Dedicated Revenues	2,149	1,879
<b>Sub-Total Dedicated Resources</b>	<b>\$ 43,550</b>	<b>\$ 42,466</b>
<b>Bond Fund</b>		
Bond Fund Reappropriation <sup>3</sup>	\$ 36,586	\$ 36,164
Bond Fund Interest <sup>4</sup>	11	33
<b>Sub-Total Bond Fund</b>	<b>\$ 36,597</b>	<b>\$ 36,197</b>
<b>Grant Funds</b>		
Prior Year Grant Award Balances <sup>5</sup>	1,798	1,845
Grant Awards	1,611	1,596
<b>Sub-Total Grant Funds</b>	<b>\$ 3,409</b>	<b>\$ 3,441</b>
<b>TOTAL RESOURCES</b>	<b>\$ 480,045</b>	<b>\$ 525,972</b>



<b>EXPENDITURES</b>		
<b>Operating Expenditures</b>		
Salaries & Fringe	\$ 141,735	\$ 146,160
Materials and Supplies	13,191	13,637
Services Other Than Personal	44,325	48,451
Parsons Inspection Contract	36,819	36,818
Maintenance and Fixed Charges	6,085	6,564
Claims and Indirect	8	507
Additions, Improvements, Equipment	4,136	7,167
<b>Sub-Total Operating Expenditures</b>	<b>\$ 246,299</b>	<b>\$ 259,304</b>
<b>Dedicated Fund Supported Expenditures</b>		
Commercial Vehicle Enforcement Fund	\$ 6,462	\$ 5,380
Commercial Bus Inspections	1,685	2,264
School Bus Inspections	7,987	9,692
Motorcycle Safety Education Fund	23	37
Texting While Driving	845	3,184
Security Responsibility	21,664	21,780
<b>Sub-Total Dedicated Expenditures</b>	<b>\$ 38,666</b>	<b>\$ 42,337</b>
<b>Capital Program</b>	<b>\$ 10,593</b>	<b>\$ 23,474</b>
<b>SUBTOTAL BASE OPERATING EXPENDITURES</b>	<b>295,558</b>	<b>325,115</b>
<b>Bond Fund Expenditures</b>	<b>\$ 431</b>	<b>\$ 19,553</b>
<b>Grant Award Expenditures</b>	<b>\$ 1,271</b>	<b>\$ 3,441</b>
<b>TOTAL ALL EXPENDITURES</b>	<b>\$ 297,260</b>	<b>\$ 348,109</b>
<b>TOTAL RESOURCES: ALL FUNDS</b>	<b>\$ 480,045</b>	<b>\$ 525,972</b>
<b>TOTAL EXPENDITURES: ALL FUNDS</b>	<b>\$ 297,260</b>	<b>\$ 348,109</b>
<b>STATE BUDGET CONTRIBUTIONS*</b>	<b>\$ 70,374</b>	<b>\$ 108,800</b>
<b>SURPLUS/(DEFICIT): ALL FUNDS</b>	<b>\$ 112,411</b>	<b>\$ 69,063</b>
<b>LESS: BOND &amp; GRANT BALANCES</b>	<b>\$ 38,304</b>	<b>\$ 16,644</b>
<b>SURPLUS/(DEFICIT):</b>	<b>\$ 74,107</b>	<b>\$ 52,419</b>

1 FY 2015 Actuals are based upon close-out, which includes expended and encumbered through July 31, 2015.

2 Surplus Adjustment excludes prior year grant balances and bond fund reappropriations. The FY 2016 Surplus Adjustment is as of the FY 2014 Close-Out Report plus any prior year anticipated purchase order balance cancellations.

3 Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years and is based on the Fiscal Plan submitted to Treasury that includes FY 2015 actuals.

4 FY 2016 identified Bond Interest is the anticipated FY 2015 Bond Interest that is not expected to post until September 2015.

5 Prior year grant balances are based upon eligible funds to spend and may deviate throughout the year based upon project completion, as well as, ability to expend before grant expiration.

6 State Budget Contributions are those funds made available through expenditure reductions as directed through budget language or a Department of Treasury request to help close the State's budget deficit.

# INFORMATION

# TECHNOLOGY

IT wrapped up the CDLIS Modernization 5.2.1 project in January then quickly retooled to complete the CDLIS Modernization 5.3.2 project, making the State of New Jersey compliant with federal mandates.

IT completed projects including the Federal Cell Phone Project, the Change of Address Procedures Project, a Mailing Project with the BLS unit, and the CDL Skills Test Waiver Project, all while fulfilling numerous report and data requests from internal and external clients.

Programming changes were made on numerous MVC systems to make them Internet Explorer 11 compatible.

IT migrated the entire Commission from the Groupwise email system to the new Microsoft Exchange environment. Coupled with that migration, was a migration of all of the employees' shared drives to the new Microsoft server shared environment. Behind the scenes it upgraded all of the agencies' network connections, more than doubling their capacity.



# PROCUREMENT

Procurement has achieved approximately \$10 million in savings through DPA reduction and order consolidation efforts.

# REGULATORY & LEGISLATIVE AFFAIRS

## Toll Violator Program

Regulatory and Legislative Affairs staff continue to assist the New Jersey Turnpike and South Jersey Transportation Authority Toll Violator program, issuing hundreds of violation notices, evaluating hearing requests, and coordinating with the Turnpike and SJTA in preparing cases for hearings. The MVC's registration suspensions aided the tolling authorities in collecting millions of dollars in outstanding toll charges, a significant source of revenue recoupment for the authorities.

# SECURITY & INVESTIGATIONS

## Physical Security Measures

Security and Investigations partnered with the Office of Employee Development to develop and deliver online Active Shooter training for the entire MVC workforce.

Security and Investigations continued as the lead with MVC Facilities and MVC IT in the complete refresh of the MVC Video Surveillance System.

## Facial Recognition

At the direction of the MVC Chief Administrator, the SIU partnered with the New Jersey State Police Regional Operations Intelligence Center (ROIC) to design, develop and launch the ROIC Facial Recognition Initiative (FRI).

# INVESTIGATIVE SUPPORT SERVICES

## Fraudulent Document Training

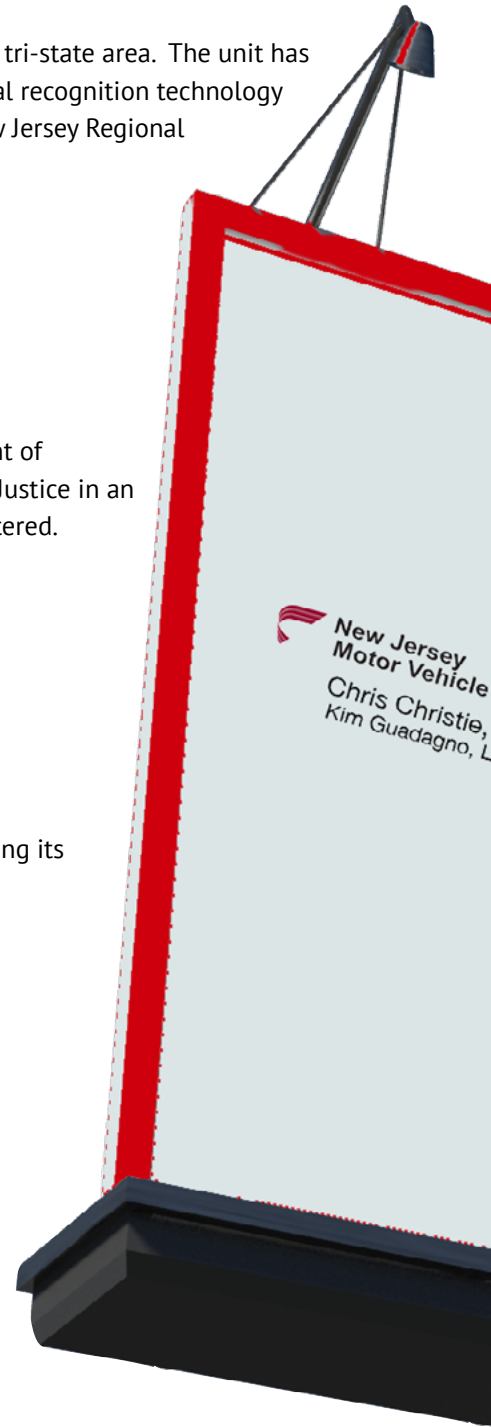
We completed document fraud training for over 1,600 external stakeholders throughout the tri-state area. The unit has revised its curriculum for law enforcement, which now includes a component related to facial recognition technology services and the cutting edge investigative tools available to law enforcement from the New Jersey Regional Operations Intelligence Center (ROIC).

## TITLE RECORDS UNIT

The unit reviewed approximately 26,000 title records in an effort to assist the NJ Department of Treasury with high level investigations, as well as assisted the United States Department of Justice in an odometer rollback investigation by recalling 125 New Jersey titles that had been illegally altered.

## INTERNAL AUDIT

Internal Audit provided responses to over 250 requests to assist federal, State and local law enforcement in identifying and locating vehicles and persons of investigative interest, utilizing its customized, highly sophisticated MVC data manipulation and data mining system.



# COMMUNICATIONS

## JustDrive.com

Communications launched and managed the largest public awareness campaign in its history with the promotion of JustDrive.com. This online resource was designed to provide public education regarding the dangers of texting and talking while operating a motor vehicle, as well as increased fines and penalties stemming from a 2014 law change. During the 2015 campaign, there was a 28% reduction in violations issued.



# HUMAN RESOURCES

## Recruitment & Payroll

- 183 job postings
- 30 promotional examination announcements
- 176 hiring actions (includes TES, full and part-time positions)
- 95 promotion actions
- 223 separations

## Tuition Reimbursement

The 2015 Tuition Reimbursement Program included 14 undergraduate students and 2 graduate students, of which 5 undergraduate students and 1 graduate student obtained their degrees.



## MOTOR VEHICLE COMMISSION BOARD

Raymond P. Martinez, Chairman and Chief Administrator

Stephen S. Scaturro, Vice-Chairman and Public Board Member

Laurette K. Asante, Public Board Member

Scott L. Kisch, Public Board Member

Walter S. Orcutt, Public Board Member

Richard T. Hammer, Acting Transportation Commissioner

Robert T. Lougy, Acting Attorney General

Ford M. Scudder, Acting State Treasurer