

NEW JERSEY MOTOR VEHICLE COMMISSION

Minutes by Board Secretary Chris Hillmann of actions taken at the Open Session of the Regular Board meeting of the New Jersey Motor Vehicle Commission (MVC) Board via TEAMS and conference call on Thursday, April 22, 2021.

Present:

B. Sue Fulton, Chair and Chief Administrator
Vice Chair Diane Gutierrez-Scaccetti – DOT
Amy Mallet, Board Member
Diane Legreide, Board Member
Walter Orcutt, Board Member
Steve Scaturro, Board Member
Eric Heitmann – AG
Hannah Good – Treasury

Governor's Authorities Unit Associate Counsel Joy Johnson participated.

Chair B. Sue Fulton convened the Open Session at 2:01 p.m. in accordance with the Open Public Meetings Act.

Agenda Approval. Board Member Diane Legreide moved to accept the proposed agenda, Walter Orcutt seconded the motion and it was unanimously adopted.

Chair Remarks, 4/22/21

Chief Fulton presented a power point and delivered the below remarks:

Since our February meeting, we've continued to innovate, expanding online transactions and moving other initiatives forward.

We fielded new resources for those getting their initial license, with focus on those new drivers coming in under status-neutral licensing.

Specifically, we have a new FAQ; an introductory video for first-time visitors to MVC; and a new flyer listing documents to meet the "6 points of ID" and other requirements.

We are just launching a series of virtual engagements with community groups to brief them on status-neutral licensing.

We also launched the availability of "Gender X" – in other words, if you don't identify as male or female, or if you just don't want your gender specified on your license, you can select "X" instead of "M" or "F".

We have plenty of appointments available – and you can now see the numbers here - except for new license or license renewal appointments. This is because making appointments instead of doing their transaction online – they are even making appointments for a REAL ID or new license, then asking for a renewal when they show up. A fix is in the works that won't allow this.

How are we doing in shifting people away from in-person visits to online services? Here are the numbers:

In 2019, most of our transactions – 53% - were done in person. In 2021, almost 60% of all transactions are done online, and only 24% in person.

*Is this just because we're doing fewer transactions in the agencies?
Well, here are some more numbers:*

*In 2019, we averaged fewer than 200,000 transactions per week.
In 2021, despite many agency closures, we are averaging over 211,000 transactions per week.
Over the past six weeks, we've experienced a regular cyclical surge in demand based on the 4-year renewal cycle... And we've risen to the demand, averaging over 240,000 transactions per week.*

Not that things are rosy, now – far from it. Not when 6-10 agencies are closed due to staff quarantines on any given day.

Hearing that we are doing 15-20% more transactions than before COVID is no consolation if it's your appointment that was canceled.

Until we complete our vaccination program – started with J&J and now on pause – we will have canceled appointments, and that is an unacceptable burden on the public. DOH and the Governor's office are working closely with us and providers to re-start our program and expedite to the finish. Once blanket quarantines can end, we will have significantly greater capacity and better service. Until then, we are not effectively serving our in-person customers.

Here's what I told the Budget Committee earlier this week:

The NJMVC was hit hard by COVID. At least as hard as anyone. Yet we've been at work six days a week since the beginning of July. We've struggled with quarantines, and our people have struggled with childcare and family care and illness and home-schooling. They've dealt with justifiably angry customers, and they've worn their masks eight hours a day, day after day.

And still – over the past year we've managed to completely transform our business, from a primarily in-person, stand-in-line-and-wait business to a primarily online business with streamlined systems to support our in-person services.

Over the next year we plan to add 100 camera stations in our Licensing centers as well as a station in most of our Road Test locations to expand our capacity.

We're going to continue to replace manual and paper-based systems like road testing, customer case management, mailed transactions, dealer licensing, and other processes with partially or completely automated systems.

We opened our new Wayne facility in October and we'll be opening a new facility in Elizabeth in early summer.

We will not rest in our efforts to provide the people of New Jersey the best customer service while keeping them safe.

Minutes: February 9, 2021. This item is to fulfill the requirements of The Motor Vehicle Security and Customer Service Act and of the Bylaws to approve the Minutes of each MVC Board Meeting, by approving the Minutes of the MVC Board Meeting of February 24, 2021.

Board member Mallet moved the resolution, Board Member Orcutt seconded it.

2104-01: Election of Vice-Chair

The effect of this item is to fulfill statutory Bylaw requirements of the annual designation of the Vice-Chair of MVC.

Board Member Mallet moved the resolution, Board Member Legreide seconded it and Diane Gutierrez-Scacetti was unanimously approved as Vice-Chair for the remainder of 2021. There were no public comments.

2104-02: Final Adoption of Abandoned Vehicles at Repair Facilities

This is a Final Adoption. The effect of this item is to promulgate new regulations as part of the Commission's Licensing Service regulations. The purpose of this Final Adoption is to set forth the procedure required to sell a vehicle abandoned on private property at public auction and subsequently transfer the title of the abandoned vehicle to the purchaser or issue title in the applicant's name if the vehicle cannot be sold at auction. Megan Mazzoni, Legal and Regulatory Affairs Unit, presented the Final Adoption. Board Member Legreide moved the resolution, Board Member Orcutt seconded it and it was unanimously adopted. There were no public comments.

2104-03: Final Adoption of Online Access Program and Standard Data Files Program

This is a Final Adoption. These amendments clarify and codify the responsibilities of persons requesting access to motor vehicle records containing personal information, individually and through the Commission's Limited Online Access Program and Standard Data Files Program. They also clarify that governmental entities continue to be exempt from fees for records and are subject only to administrative fees for overhead costs and system maintenance and provide that nonprofit and not-for-profit organizations are also exempt from the fees in the section and are subject only to payment of administrative fees for overhead costs and system maintenance. Cassandra Berry from our Legal and Regulatory Department presented the Final Adoption. Board Member Legreide

moved the resolution and Board Member Orcutt seconded it and it was unanimously adopted. There were no public comments.

2104-04: Final Adoption Status Neutral Licensing Amendments

The Motor Vehicle Commission is charged with ensuring the safety and ability of all drivers. These regulations will ensure all drivers, irrespective of immigration status, are tested, licensed and insured and allow for the use of affidavit as proof the driver is not able to acquire a social security number or ITIN. Kristen Miller from our Legal and Regulatory Department presented the Final Adoption. Commissioner Diane Gutierrez-Scaccetti moved the resolution and Board Member Legreide seconded it and it was unanimously adopted. There were two public comments: Katy Sastre of the New Jersey Alliance for Immigrant Justice spoke in favor; Julia Bradley of the ACLU-NJ spoke in favor.

Board Comments:

Amy Mallet – We have extended access to many online services given the obstacles. Applaud everyone involved.

Diane Legreide – Happy Spring on a cold day. Surprised a vaccine program has not already been in place. Closing of Agencies is difficult. Good luck with vaccines

Eric Heitmann – Welcome Diane as Vice Chair . Great work on the resolutions . Thanked MVC for a job well done.

Walter Orcutt – Happy Earth Day. So much can be done online no need to show up. Differences in numbers are beneficial. Glad to be a part of this.

Steve Scatturo – Kudos to our entire staff at MVC.

Hannah Good - The numbers are amazing for online services. Thanks MVC for their efforts on safety.

Diane Gutierrez-Scaccetti - Pleasure to join as Vice Chair. Thanked Chief Fulton and her team.

Adjournment:

Since there was no further business, a motion to adjourn was made Diane Gutierrez-Scaccetti by and seconded by Board Member Mallet and unanimously adopted at 2:40 p.m.