



2020

ANNUAL REPORT

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Message to Our Customers

When 2020 started out, as I wrote in this space last year, a primary goal of the New Jersey Motor Vehicle Commission was to realize the full implementation of **REAL ID** together with all the amazing IT and other improvements the Commission put in place to carry out that ambitious mission.

We were on track for doing just that when the COVID-19 pandemic first appeared here in March, delivering a devastating blow first to New Jersey and neighboring New York before going on to impact the rest of the U.S. (The pandemic even caused

the federal government to postpone for one year the REAL ID launch date, to October 1, 2021).

Governor Phil Murphy declared a Public Health Emergency on March 9 and within two weeks had signed stay-at-home Executive Order No. 107.

As the state government agency most visited by the public, the Motor Vehicle Commission did its part helping to mitigate the spread of the coronavirus. On March 13, in order to limit crowds, we extended by two-and-a-half months expiration dates for driver



licenses, non-driver IDs, vehicle registrations, and inspection stickers.

Unprecedented times call for unprecedented measures, and on Sunday, March 15, I announced the closure of all 39 of our agencies and inspection facilities to further combat the spread of the virus. The closure to the general public, announced for two weeks, wound up lasting four months.

The Commission was by no means idle during our public-facing closure. Behind the scenes, the dedicated employees of the MVC assisted hundreds of thousands of New Jersey motorists with registrations and titles, suspended license cases, and driver permits.

But clearly, with millions more transactions still awaiting us when we reopened to the general public July 7, we would need to reimagine the MVC and how we've done business. And we did.

As I expressed in several appearances I made with Governor Murphy through the year at his regular COVID-19 press briefings, we could not have crowds crammed into our agencies as we've had in the past during a pandemic. The health and safety of our employees and our customers takes priority.

Since opening our doors to the public again we have:

- Split our one-size-fits-all agencies into Licensing Centers and Vehicle Centers, increasing transaction speed and efficiency along with social distancing.
- Dramatically expanded our online capabilities.
- Added appointment-only Vehicle Centers.
- Added ticketing and text message call-back waiting systems.
- Replaced the 8-year cycle for in-person photo license renewal with a 12-year renewal (and eliminated the requirement altogether for customers 65 and older).
- Added "senior hours" at Vehicle Centers for our senior citizens.

I couldn't be prouder of the enormous volume of work processed by our team and the way our employees turned an unprecedented crisis into a time of tremendous innovation for the Commission.

There is no doubt that the continuing pandemic has been incredibly stressful for our customers and employees alike.

But as I have pledged publicly alongside the Governor, I promise you we will never stop trying to serve you faster, while protecting you from fraud, identity theft, and COVID-19. And when this scourge is finally behind us, we will be positioned better than ever to continue to drive New Jersey forward!

B. Sue Fulton
NJMVC Chief
Administrator



Automating the MVC

Since October 2019, the MVC has made a tremendous number of customer service improvements and further expanded online capabilities in 2020 in response to COVID-19.

Those far-reaching changes have resulted in customer enhancements and moving hundreds of thousands of transactions online, including replacement licenses and registrations.

The MVC also:

- Offered upgrades to probationary licenses.
- Made all online transactions easier:
 - a. enabled recovery of a lost PIN without a phone call;
 - b. expanded payment options; and
 - c. increased grace periods for license and registration renewals.
- Thanks to changing the requirement for new photos, even more customers were allowed to renew their licenses online. Specifically, starting in March, the Commission's Legislative Affairs office worked with Governor Murphy's office and legislators to extend photos from an 8-year limit to a 12-year limit, removing the requirement for an in-person visit altogether for customers 65 and over. Signed on September 10, the MVC implemented the measure immediately.



Internal Processes

The MVC for the first time ever implemented an appointment system to allow for no-contact visits for those transactions that require in-person visits by federal or state statute:

- Initial registrations of purchased used vehicles.
- Commercial Driver License renewals.
- Out-of-state transfers.
- Visa-restricted license renewals.
- Probationary license renewals.
- Renewals of expired licenses or registrations outside grace period.





Agency Customer Service

At the agency level, we instituted major changes in the way we do business to enhance safety and social distancing while serving our customers more efficiently.

These included:

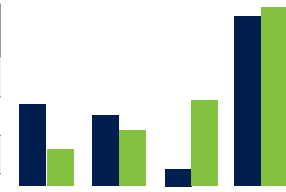
- A major changeover from one-size-fits-all agencies to splitting our agencies into specialized Vehicle Centers or Licensing Centers. This resulted in streamlined operations for faster service.
- Completed a “take-a-ticket” queuing system in all 39 agencies.
- Implemented text notification within the queuing system to allow customers the convenience of checking in and leaving until called back for service rather than waiting on premises.
- Installed no-contact license plate surrender boxes.



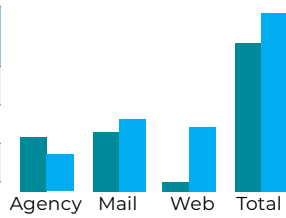
Customer Service Improvements by the Numbers

The expansion of online services was eagerly embraced by our customers, as the number of transactions exploded exponentially. But don't take our word for it, here's the change year over year, by the numbers.

VEHICLE REGISTRATIONS	2019	2020	% CHANGE
Agency	652,028	294,498	-55%
Mail	562,428	443,601	-21%
Web	137,282	684,337	398%
Total	1,351,738	1,422,436	5%

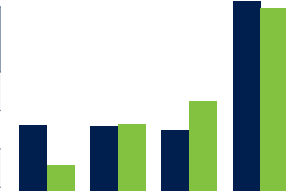


BOAT REGISTRATIONS	2019	2020	% CHANGE
Agency	11,932	6,248	-48%
Mail	11,368	13,531	19%
Web	2,459	12,883	424%
Total	25,759	32,662	27%

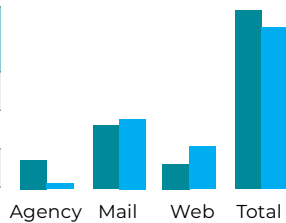


The change from all-purpose agencies to separate Licensing and Vehicle Centers was done for the purpose of streamlining and efficiency. Licensing Centers work with only driver license and ID-related issues, while Vehicle Centers only handle vehicle-related transactions. The numbers tell the story of improvements.

VEHICLE REGISTRATIONS	2019	2020	% CHANGE
Agency	1,697,604	676,698	-60%
Mail	1,688,780	1,744,554	3%
Web	1,570,775	2,341,331	49%
Total	4,957,159	4,762,583	-4%



BOAT REGISTRATIONS	2019	2020	% CHANGE
Agency	32,524	6,003	-82%
Mail	64,985	69,483	7%
Web	26,630	39,792	49%
Total	124,139	115,278	-7%



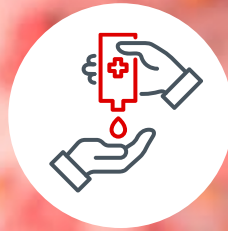


COVID-19 Response

The first presumptive positive case of COVID-19 in New Jersey was announced by Governor Murphy's office on March 4. Most New Jersey counties would soon be deemed Hotspots for the virus by the federal Centers for Disease Control. On March 9, Governor Murphy declared a public health emergency, followed by executive orders for non-essential business closures (March 16) and stay-at-home orders (March 21).

The Motor Vehicle Commission, a natural people magnet as the most public-facing agency in state government, responded early with measures designed to help hold the line on the virus.

The Commission announced the closure of all its public-facing operations on March 15. First announced as a two-week shutdown, the closure lasted four months.



Operational Changes

Governor Murphy and MVC Chief Administrator Sue Fulton on March 13 announced two-month extensions of expiration dates for driver licenses, registrations, and inspection stickers from March through May. These extensions would all later be extended further as the deadly pandemic continued to rage across the state and the nation. Among other operational changes:

- Complete agency shutdowns - Chief Administrator Fulton ordered the closure of the MVC's 39 agencies and its road testing and inspections facilities beginning March 16. The closures remained in effect until a phased reopening began on June 15; and reopened fully to the public on July 7.
- Safety Precautions/Installations – Once the agencies did re-open, it was with many added safety precautions readied by the MVC's Facilities unit, which worked throughout the pandemic to fortify our agencies against the virus.
- Safety defenses added by the MVC included plexiglass and clear plastic shields for agencies and Trenton headquarters to protect workers and customers alike.
- The MVC's strict COVID-19 prevention and quarantine guidelines caused intermittent facility closures, but despite often cramped indoor operations (NJ serves more customers per location than any other state), the Commission has kept our employees safe, with no outbreaks or transmission attributed to MVC workspaces.
- Designated Vehicle/Licensing Centers.

Mobile Units

Our Mobile Units and the teams that operate them are in many ways MVC ambassadors. These Agencies on Wheels were in the process of getting outfitted with our new logo in 2020. The top-notch service they provide remains the same as ever!

While COVID restrictions meant the units didn't log the nearly 25,000 miles travelling the state that they did in 2019, the Commission did rely on them as key relief valves at the height of the pandemic when long lines were overwhelming agencies. In addition to providing general customer services, the Mobile Units at one point were designated to prioritize new drivers.



	Driver Licenses	Driver License Renewals	New Non-Driver IDs	New Non-Driver ID Renewals	Registration Renewals	Disabled Persons Placards	Disabled Veteran Placards	Purple Heart Placards	Surrendered Plates	Veteran Indicator
Mobile 1	2,961	791	190	215	919	78	11	0	N/A	20
Mobile 2	2,085	615	160	168	558	46	0	0	N/A	6
Total	5,046	1,406	350	383	1,477	124	11	0	N/A	26
TOTAL TRANSACTIONS										8,823

Status Neutral Licensing Regulations

The New Jersey Motor Vehicle Commission in 2020 began preparing for the implementation of “status-neutral” licensing beginning in 2021. This exciting new innovation will enable many more New Jerseyans who are parents, caregivers, and essential workers to drive without regard to immigration status.

The COVID-19 pandemic delayed the planned Jan. 1, 2021, launch by several months. But the Commission’s executive and legal teams worked throughout 2020 to determine best practices and employee training protocols

for the regulations that will govern the new law. The MVC legal unit fielded some 700 public comments, each of which was taken into consideration and responded to individually.

MVC Chief Administrator Sue Fulton stressed that the MVC acknowledges and respects the hundreds of thousands of immigrants in the state of New Jersey who are working, paying taxes, contributing to the economy, and the Garden State’s rich culture, but do not qualify as “legally present” in the U.S. Chief

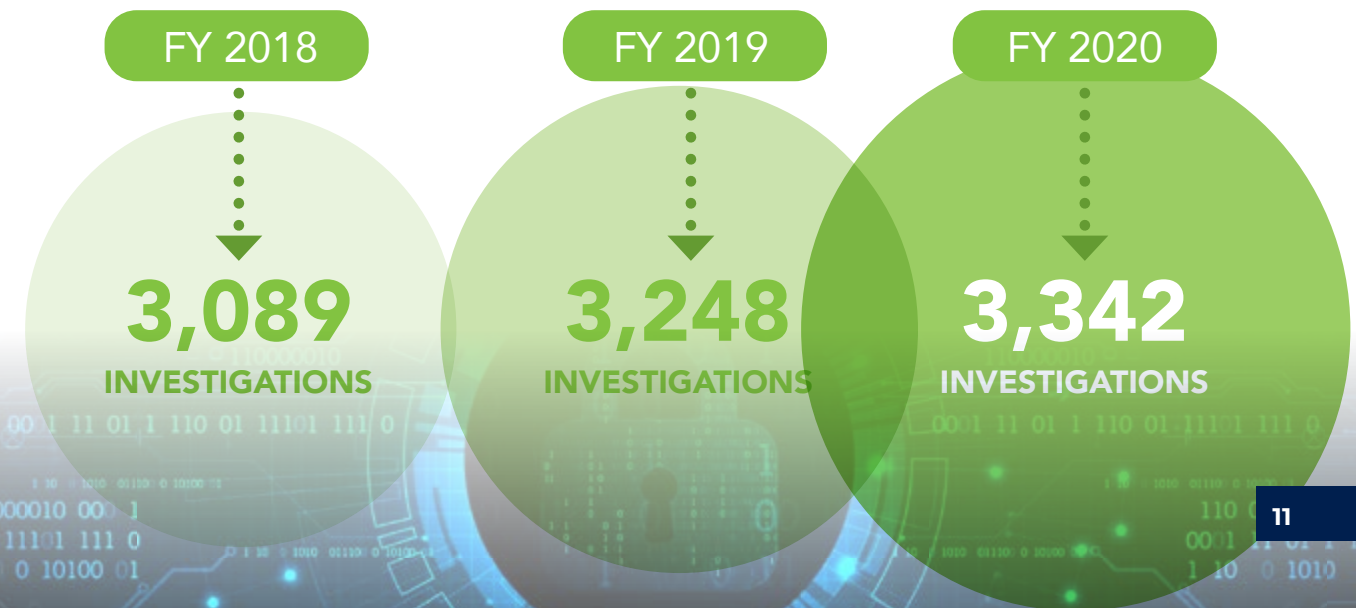
Administrator Fulton notes that New Jersey’s roads will be safer when drivers are trained, tested, licensed, and insured.



Security & Investigations

The Security, Investigations & Internal Audit unit is primarily responsible the protection of the Motor Vehicle Commission’s infrastructure, employees, and customers. Security & Investigations personnel assist Agency Operations

in the detection of routine attempts to defraud the MVC and its customers. The Unit is comprised of three specialty areas - Security and Investigations, Investigative Support Services, and Internal Audit.





Organ Donation

You may express your wish to donate your organs and tissue for transplant by designating the words “Organ Donor” to appear on your New Jersey driver’s license or non-driver identification (ID) card. This designation is for individuals 14 years of age or older, whether or not the minor is emancipated.

Register for organ donor designation

Organ donor registration is available online or in-person at a motor vehicle Licensing Center . When registering at a Licensing Center , you must present the required 6 Points of ID as 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 numbers for FY 2018, FY 2019, and FY 2020.

FY 2018	FY 2019	FY 2020
969,005	981,732	781,323



Voter Registration

If you are eligible to cast a ballot in New Jersey, you may register to vote online or at an MVC Licensing Center while applying for or renewing a driver license or non-driver ID. The MVC reports the information to the New Jersey Division of Elections.

Online and In-agency Voter Registration numbers for FY2018, FY2019, FY 2020

FY 2018	FY 2019	FY 2020
969,005	981,732	781,323

Our People

The unprecedented challenges presented by the emergence of the global COVID-19 pandemic in 2020 were met and overcome through the dedication of the Commission's diverse and highly skilled workforce, following the inspirational lead of MVC Chief Administrator Sue Fulton and her talented executive team, pictured above.

The MVC worked hard to move many key transactions online in response to the pandemic, as we continually strive to improve customer service. We are proud of the people of the Motor Vehicle Commission and the exceptional work they do every day to serve our customers.



Budget

NJMVC FY 2020 Annual Budget Report

	Actuals ¹	Budget ²
Resource		
Reappropriation		
Surplus/(Deficit) Adjustment ³	\$70,767	\$6,576
Transfer Adjustments In/(Out) ⁴	\$8,900	\$8,600
Less: Fund Reverts and/or Reserves ⁵	-	(-\$142)
Operating Resources		
MVC Base Budget	\$270,014	\$397,005
Security Surcharge (\$7)	\$37,236	\$44,175
Digital Driver License Fee (\$6)	\$11,662	\$17,091
Sub-Total Operating Resources	\$318,912	\$458,271
Dedicated Resources		
Commercial Vehicle Enforcement Fund	\$14,353	\$14,357
Commercial Bus Inspections	\$828	\$992
School Bus Inspections	\$996	\$1,401
Omnibus	\$11	\$19
Motorcycle Safety Education Fund	\$359	\$450
Security Responsibility ⁹	\$18,284	\$22,900
Texting While Driving Campaign	\$1,082	\$2,235
Other Various Dedicated Revenues	\$214	\$536
Sub-Total Dedicated Resources	\$36,127	\$42,890
Bond Fund		
Bond Fund Reappropriation ⁶	\$2,553	\$2,510
Bond Fund Interest ⁷	-	-
Sub-Total Bond Fund	\$2,553	\$2,510
Grant Funds		
Prior Year Grant Award Balances ⁸	\$2,383	\$1,946
Grant Awards	\$1,259	\$500
State Match Grant Accounts	\$304	\$87
Sub-Total Grant Funds	\$3,946	\$2,533
TOTAL RESOURCES	\$441,205	\$521,238

ANNUAL REPORT: THE NEW JERSEY MOTOR VEHICLE

	Actuals ¹	Budget ²
Expenditures		
Operating Expenditure		
Salaries & Fringe	\$181,157	\$211,235
Materials and Supplies	\$15,558	\$19,593
Services Other Than Personal	\$50,451	\$73,740
Parsons Inspection Contract	\$24,672	\$48,346
Maintenance and Fixed Charges	\$6,113	\$6,938
Claims and Indirect	\$161	\$507
Additions, Improvements, Equipment	\$13,565	\$11,792
Sub-Total Operating Expenditures	\$291,677	\$372,151
Dedicated Fund Supported Expenditures		
Commercial Vehicle Enforcement Fund	\$6,714	\$6,737
Commercial Bus Inspections	\$2,398	\$3,077
School Bus Inspections	\$8,902	\$9,035
Motorcycle Safety Education Fund	\$679	\$572
Texting While Driving Campaign	\$493	\$2,000
Omnibus	\$8	\$19
Security Responsibility ⁹	\$18,284	\$22,900
Sub-Total Dedicated Expenditures	\$37,478	\$44,340
Bond Fund	\$43	\$755
Grant Award Expenditures	\$1,498	\$1,421
State Budget Contributions¹⁰	\$96,090	\$91,821
TOTAL EXPENDITURES	\$426,786	\$510,488
Total Resources: All Funds	\$441,205	\$521,238
Total Expenditures: All Funds	\$426,786	\$510,488
Surplus/(Deficit): All Funds ¹¹	\$14,419	\$10,750

¹ FY 2020 Actuals are based upon close-out, which includes expended and encumbered through July 31, 2020.

² FY 2021 Budget is the approved amount through the Executive and Legislative Processes (Appropriation Act) and includes any carry-forward of funds for projects deferred from FY 2020

³ Surplus Adjustment excludes prior year grant balances and bond fund reappropriations. The FY 2020 Surplus is per MVC's FY 2020 close-out, while FY 2021 is per the FY 2021 Appropriation Act

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

⁵ Fund Reverts and Reserves are determined by Treasury.

⁶ Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years and is based on the Fiscal Plan submitted to Treasury that includes FY 2020 actuals.

⁷ No Bond Fund interest is anticipated to post to the Treasury Accounting System.

⁸ Prior year federal grant program funding balances for ongoing projects.

⁹ Security Responsibility revenues equals its expenditures

¹⁰ 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.

¹¹ For FY 2020, \$9.461 million of surplus balance is MVC operating and dedicated funding balances. The remaining \$4.958 million surplus is grant and bond monies. For FY 2021, \$7.883 million of surplus balance is MVC operating and dedicated funding balances. The remaining \$2.867 million surplus is grant and bond monies.

Board of Directors



Gurbir S. Grewal
Attorney General

Former Bergen County Prosecutor and Assistant U.S. Attorney for the Eastern District of New York and District of New Jersey. General Grewal was sworn in as New Jersey's 61st Attorney General January 16, 2018.



Diane Gutierrez-Scaccetti
Commissioner of Transportation

Former Executive Director, New Jersey Turnpike Authority, and former Executive Director and CEO, Florida's Turnpike Enterprise. Member of the Board of Directors of the American Association of State Highway and Transportation Officials, the International Bridge, Tunnel and Turnpike Association, and the Northeast Association of State Transportation Officials.



Diane Legreide
Board Member

Former Director of NJ Division of Motor Vehicles, and first NJMVC Chair & Chief Administrator, 2002—2008. Former Vice Chair of the New Jersey Casino Control Commission and Deputy Chief of Staff to former Governor Jon Corzine.



Elizabeth Maher Muoio
State Treasurer

Former Assemblywoman representing the 15th Legislative District, former Chair of the Mercer County Board of Chosen Freeholders, former Director of Economic Development and Sustainability for Mercer County, and former member of the Board of Directors of the Princeton Regional Chamber of Commerce.



Stephen S. Scaturro
Board Member

Director of Consumer Affairs for Ocean County, Legislative Aide for Senator James Holzapfel, and Vice President of the Ocean County Vocational Technical School Board of Education. Past President Brick Chamber of Commerce and Rotary International. Retired U.S. Army and Air Force veteran.



Walter S. Orcutt
Board Member

Executive Vice President NVE Pharmaceuticals. Former Mayor, Township of Blairstown, former Chief of Staff for former Assembly Speaker Garabed "Chuck" Haytaian, and former Assistant Executive Director, New Jersey Housing and Mortgage Finance Agency (NJHMFA).



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225 EAST STATE STREET

TRENTON, NJ 08666

[HTTPS://WWW.NJMVC.GOV/](https://www.njmvc.gov/)

