

AGENCY





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A MESSAGE TO OUR CUSTOMERS



In 2018, the Executive Team of the New Jersey Motor Vehicle Commission reviewed and updated our Mission and Vision Statements to ensure that our customer is at the center of all that we do. Our mission is, above all, to serve the people of New Jersey - words that now appear up front in our new Mission Statement:

NJMVC 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.

And we articulated our Vision Statement not just to deliver excellence in Motor Vehicle Services, but as one of the most recognizable “faces” of state government, to set the standard for ALL government services:

NJMVC Vision:

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

Over the next year and in years to come, we will strive to live up to and exceed these goals. Meanwhile, in 2018, we moved forward on a number of key initiatives.

- **New agencies** opened in South Plainfield in June and Delanco in October, with the ability to serve significantly more customers than the agencies they replaced.
- **Expanded Community Outreach:**
 - With the opening of the new South Plainfield facility, our Mobile Units were freed up to visit local communities across the state, providing such services as license renewals, voter registration, veteran placards, and more.

- We ramped up our **social media** presence, launching a Facebook page as well a nearly doubling of organic engagement on Twitter, creating diverse, engaging, and consistent content.
- Our **JustDrive** program reached tens of thousands through NASCAR and other sports events, as well as through advertising with NJ Transit, radio promotions, and more.
- Our Motor Vehicle agencies continue to **promote civic engagement** with new automatic voter registration, and an enhanced organ donor program.
- Preparations for “**REAL ID**” **availability** are in full swing, as we spent much of the year studying best practices and implementing IT initiatives that will reduce downtime and speed transactions in the agency.
- We built on our core value of respect by **increasing diversity** in our ranks, especially in our senior and executive staffs.
- And we continue to be proud of our **Security, Investigations, and Internal Audit** unit. With more than 200 arrests this year, they help keep New Jerseyans and our documents safe.

Every day, New Jersey Motor Vehicle Commission employees go out of their way to serve our customers with professionalism, integrity, respect, creativity, and a strong sense of accountability. I am proud to lead this outstanding organization, and I look forward to a banner year in 2019.

Let's continue moving forward,

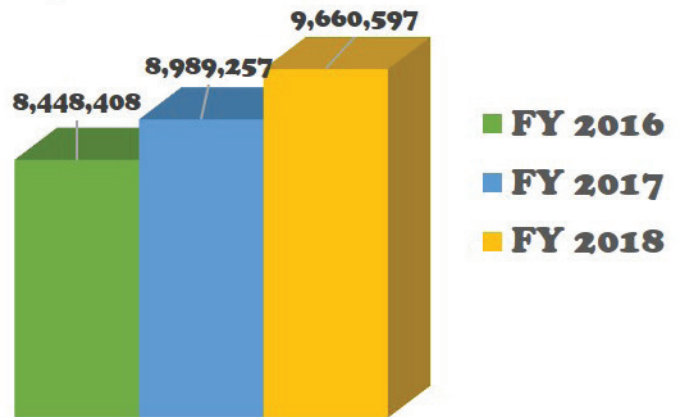
A handwritten signature in black ink, appearing to read 'B. Sue Fulton', with a stylized, cursive script.

B. Sue Fulton
NJMVC Chair and Chief Administrator

VEHICLES

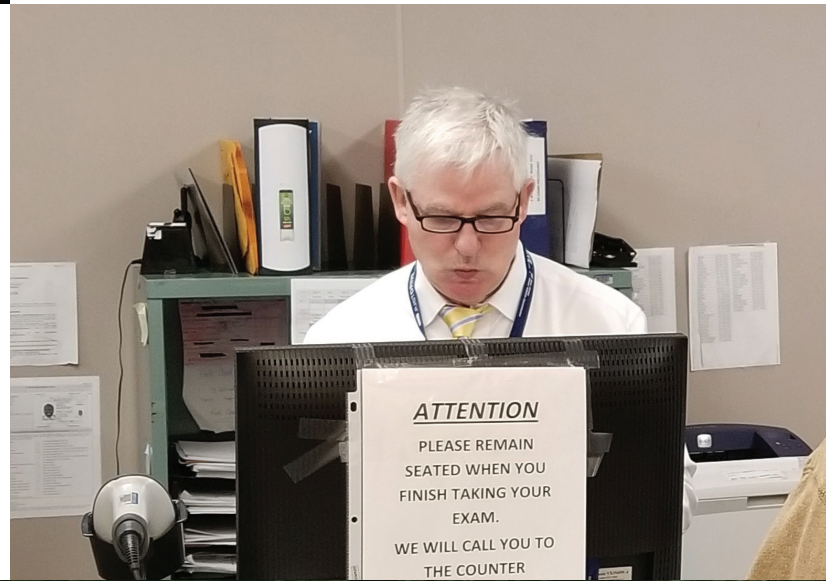


Registration Documents Issued

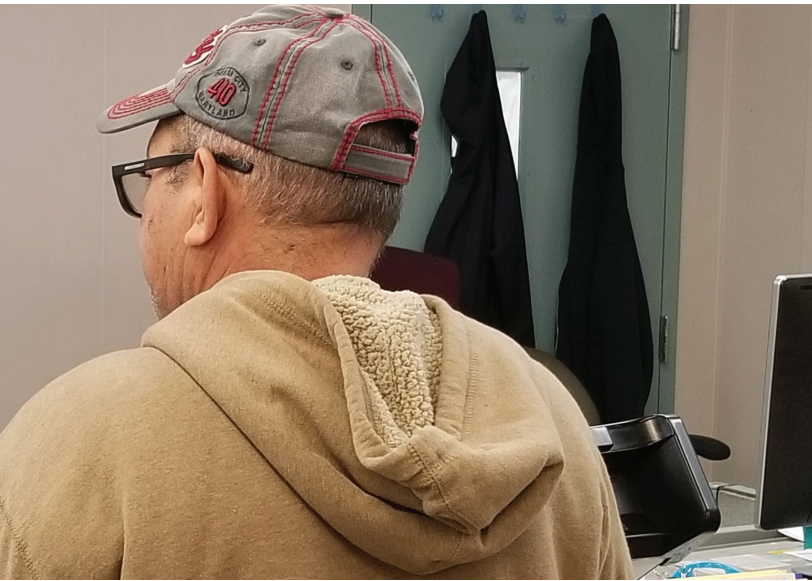
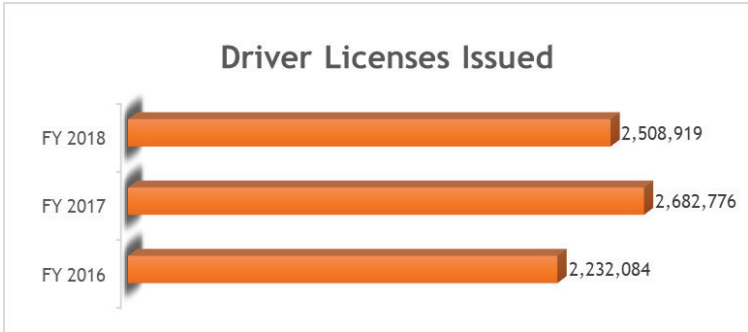


INSPECTIONS/REINSPECTIONS

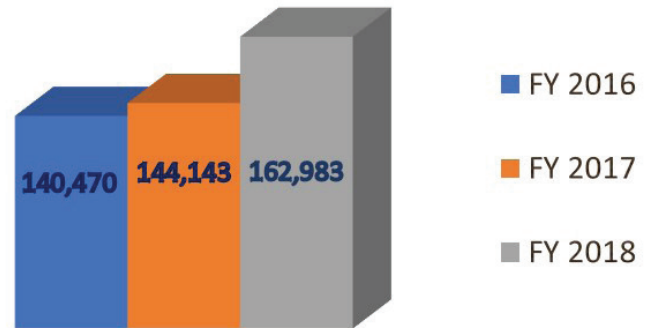
FY 2016	2,418,975
FY 2017	2,186,146
FY 2018	2,377,455



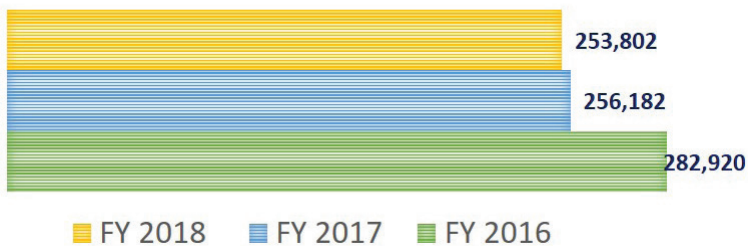
DRIVERS



Commercial Driver Licenses Issued



ROAD TESTS



DRIVERS

Commercial Driver License (CDL) Skills Testing Data

Note: New Federal CDL Testing Standards implemented July 2015

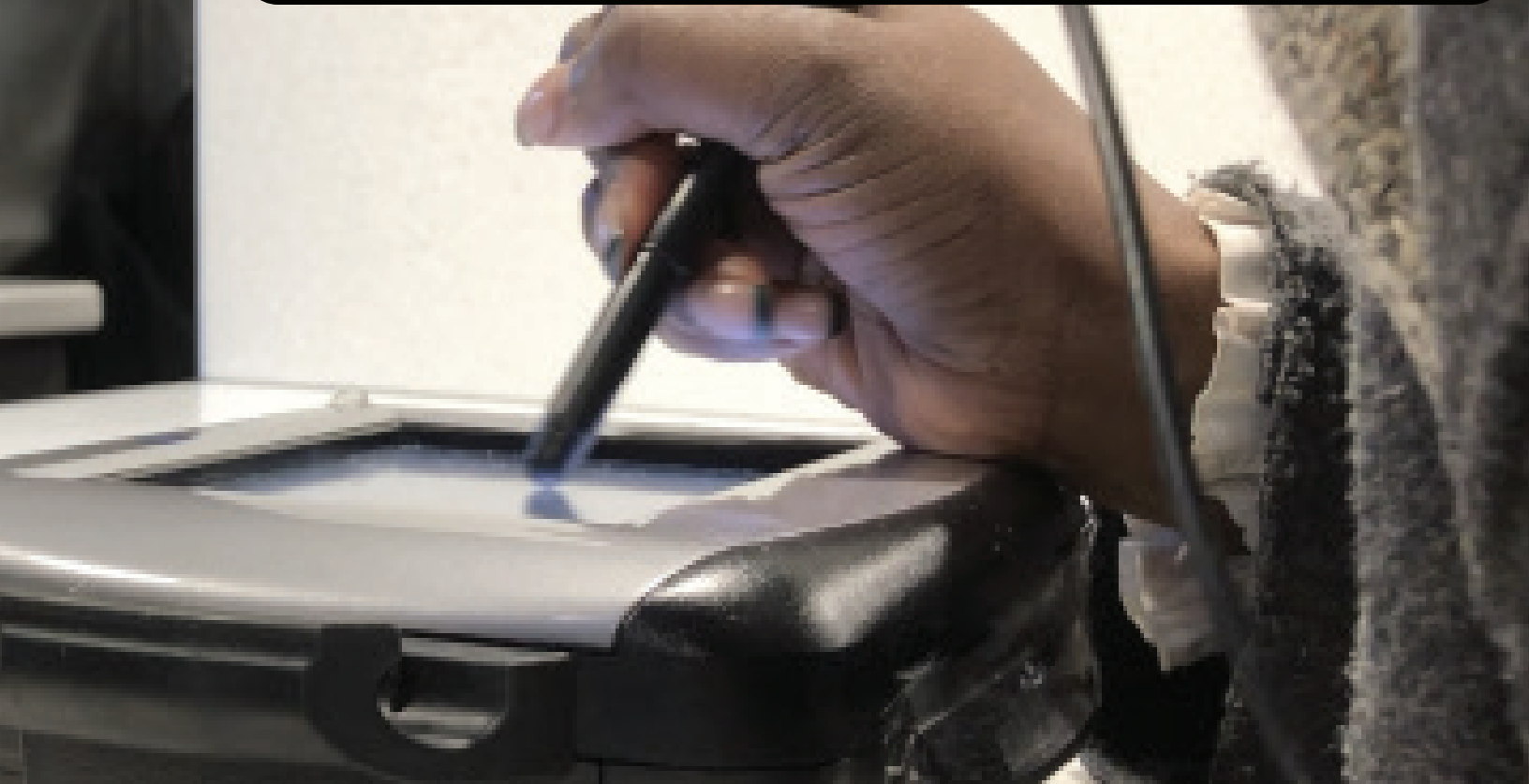


The addition of two new road test courses at Delanco significantly reduced the wait time for Commercial Driver License testing.

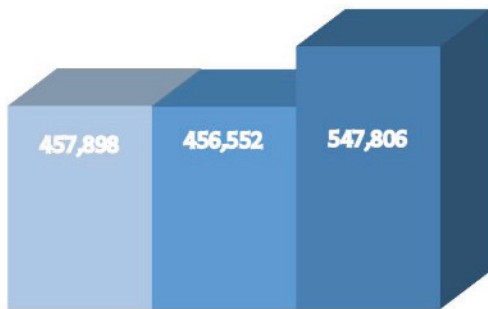
	JUL 2015	Sept 2018	March 2019
CDL SKILLS TEST COURSES	10	13	15
	Aug 2015	Sept 2018	March 2019
FIRST AVAILABLE DATE	73 DAYS	40 DAYS	24 DAYS

*Wait times shown exclude large companies that are eligible for "bulk testing" and have no wait for testing.

VOTER REGISTRATION

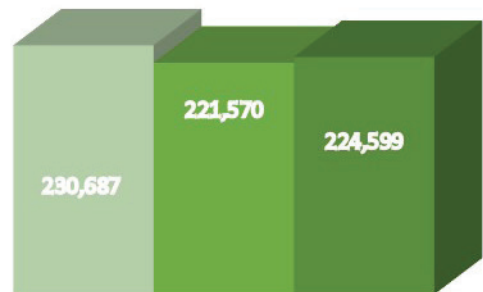


Voters Registered: In Agencies



■ FY 2016 ■ FY 2017 ■ FY 2018

Voters Registered: Online



■ FY 2016 ■ FY 2017 ■ FY 2018

“The MVC, in conjunction with the Department of State, used technology already in place to automatically register voters, unless they elect to ‘opt out’ of registering... Safeguards are built in for victims of domestic violence or stalking, who may decline the automatic voter registration and register to vote without disclosing their street address.”

- B. Sue Fulton, NJMVC Chair and Chief Administrator

FACILITIES



Delanco replaced closed Mount Holly location

- Almost three times the size of Mount Holly - 12,370 square feet vs. 4,166 square feet
- Nearly double the number of counter windows - from 12 to 23
- One-third more automated driver license-testing terminals - from 13 to 20
- More than 150 dedicated parking spaces without shopping mall shared parking



New South Plainfield location

- Moved to central location off Route 287, closer to Edison and Somerville agencies, to manage high customer volume.
- Additional counter window and ID-check spaces
- Dozens more parking spaces without shopping mall shared parking
- Updated phone, data, and secured technology

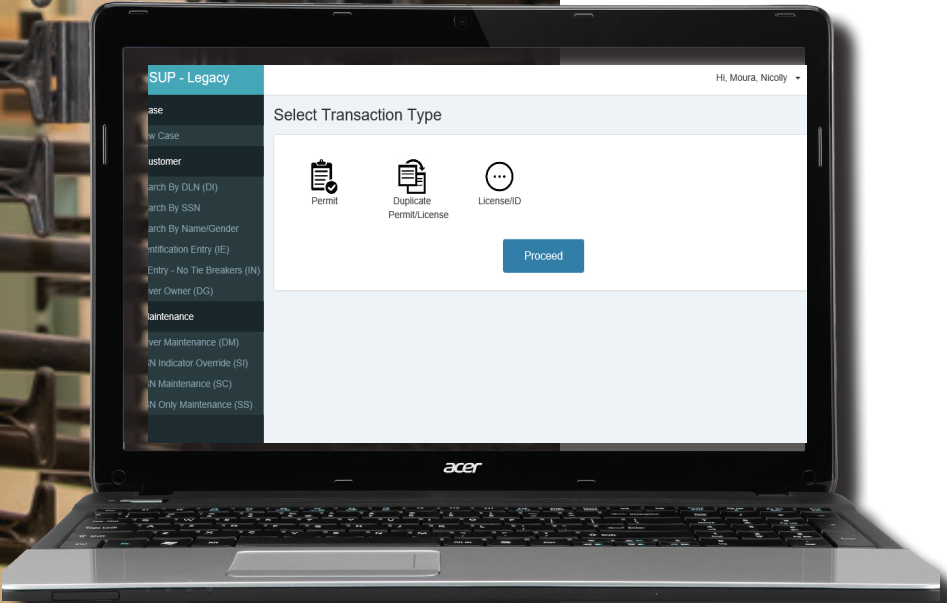


SYSTEMS

By its very nature, technology can be a moving target. The NJMVC's Information Technology division continues to hit the mark, especially in 2018 as the Commission's agencies prepared for the rollout of REAL ID in 2019. Among their many accomplishments, our dedicated IT team was able to:

Deploy a new, web-based "Systems User Portal" (SUP) in November by upgrading and modernizing back-end infrastructure. This will better assist the Commission's agencies with REAL ID readiness and equip staff with a multitude of features to improve operations, including:

- A higher level of security
- Customer verification through a photo ID reference
- More modern technology and user-friendly components



- For the purposes of REAL ID, the expansion of biographical entries, such as lengthier last names
- Changing expiration dates for Standard driver licenses and non-driver IDs to birthdates to reduce end-of-month lines

The new federal requirement for identification.



REAL ID COMING IN 2019

- Effective **October 1, 2020**, you must have a **REAL ID** compliant driver license/ID or valid U.S. passport or military ID to fly commercially or enter certain federal facilities. **UNTIL THAT DATE**, a Standard New Jersey driver license is valid for domestic air travel.
- We are working in concert with other states by studying best practices, meeting officials and identifying potential pitfalls.

**JUST
DRIVE**
.COM



In 2014, State legislators tasked the Commission with the “JUSTDRIVE” program, an outreach campaign designed to educate the public on the dangers of texting while driving. In 2018, NJMVC staff delivered that message to tens of thousands of people through targeted advertising on NJ Transit buses and rail platforms, Mets and Yankees broadcasts, and appearances at Rutgers, Giants and Jets football games, as well as a regional NASCAR race. The JustDrive, Facebook, and Twitter pages registered more than 42,000 engagements in 2018.





MOBILE UNITS



Rolling Through New Jersey

The NJMVC revved up its Mobile Unit program in 2018. These deployable agencies are housed in vehicles and deliver quick, convenient, one-stop services directly to communities throughout the state. Making regional pit stops through the course of the year, these units assisted nearly 50,000 patrons with transactions that included license renewals, veteran placards, voter registration and more.



Veteran
Placards

Voter
Registration

License
Renewals

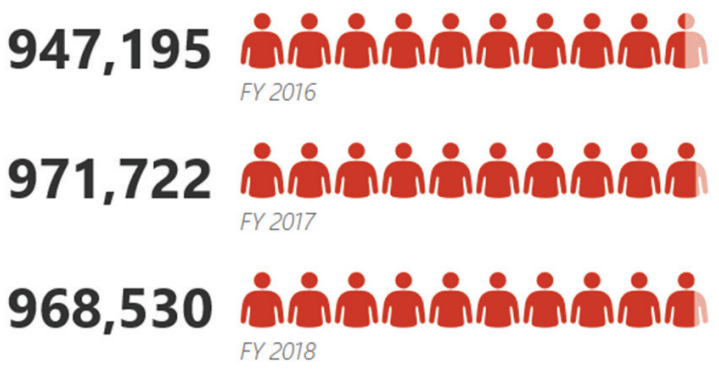
50,000
Transactions
Processed in
2018

ORGAN DONATION

Nearly 1 million (975,917) New Jerseyans registered to become organ donors through the NJMVC in 2018. An individual's decision to be an organ donor can make a difference in lives throughout New Jersey and across the nation. There are tens of thousands of people awaiting organ donations, while thousands more are in need of tissue and corneal transplants.



Organ Donor Sign-Up

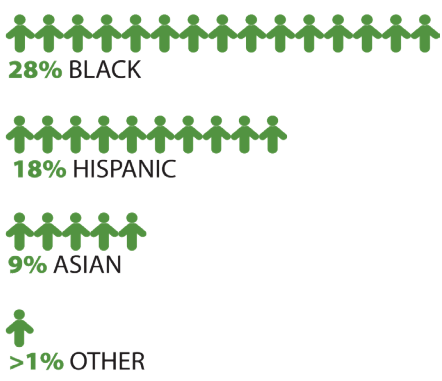


4,000 people in New Jersey are currently waiting for a life-saving organ transplant.

66% of those are minorities.



55% of organ recipients in NJ are minorities.





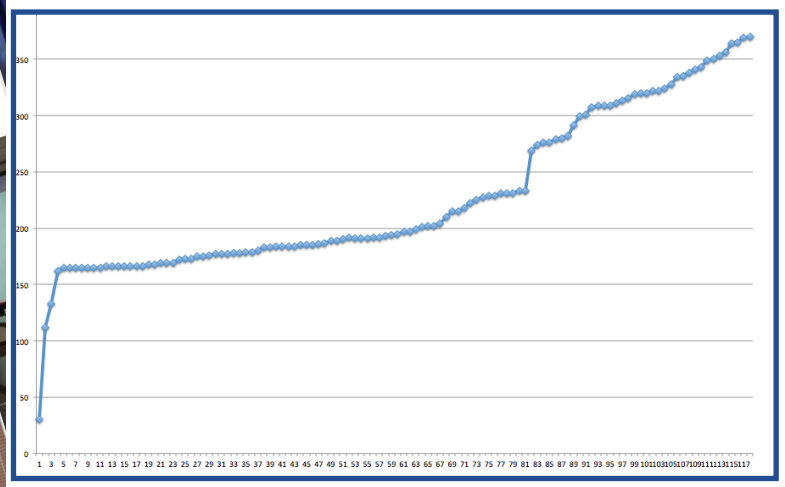
ONE ORGAN AND TISSUE DONOR CAN SAVE 8 LIVES AND RESTORE HEALTH TO OVER 75 OTHERS.

“To the world you may be one person. but to one person, you may be the world”

- Dr. Seuss

SOCIAL MEDIA

Total number of likes for the NJMVC Facebook page 8/20 - 12/31/2018



New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · November 5, 2018 · 🌐
All MVC offices will be closed tomorrow for #ElectionDay2018. "As citizens, we have two super powers: our vote and our voice." - Chief Sue Fulton. Get out and #Vote!

New Jersey Motor Vehicle Commission
Published by Maria Prato [?] · November 29, 2018 · 🌐
Many thanks to Patrice Asamo, regional representative from #AAWVAConnection, for sharing her insights on resources and best practices with our NJMVC leadership team in Trenton yesterday.

New Jersey Motor Vehicle Commission
Published by Maria Prato [?] · December 12, 2018 · 🌐
Yesterday marked the last meeting for NJMVC's longtime Board Member and Acting Director of Highway Traffic Safety Gary Poedubicky. We wish him well and thank him for his many years of service.

New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · December 22, 2018 · 🌐
Two months after opening its doors, our newest agency in #Delanco is up-and-running and ready to serve you! Stop in and experience your new MVC at work. P.S. No Lines!

New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · November 30, 2018 · 🌐
In honor of Military Family Appreciation Month, the New Jersey Motor Vehicle Commission would like to thank the family members of our soldiers for the many sacrifices they make each and every day.

New Jersey Motor Vehicle Commission
Published by Maria Prato [?] · December 12, 2018 · 🌐
MVC Board met yesterday to hear updates and approve regulations for a bi-monthly meeting. Board Secretary Jack Donnelly bid a fond farewell as he ventures into retirement next month.

New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · November 20, 2018 · 🌐
So proud of our MVC employees recognized today by American Heart Association for raising \$14,000 for the AHA over the past three years. The AHA's Patti Harvey came to Trenton to recognize the NJMVC #GoRedForWomen team, with Chief Sue Fulton.

New Jersey Motor Vehicle Commission
Published by Maria Prato [?] · December 26, 2018 · 🌐
We're bidding #retiring Deputy Administrator of Agency Services Bob Grill well after 30+ years w/MVC. Bob's many accomplishments include everything from the digital driver license program to organ donation. We thank Bob for his service & wish him the best!

New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · November 30, 2018 · 🌐
In honor of Military Family Appreciation Month, the New Jersey Motor Vehicle Commission would like to thank the family members of our soldiers for the many sacrifices they make each and every day.

New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · December 22, 2018 · 🌐
Two months after opening its doors, our newest agency in #Delanco is up-and-running and ready to serve you! Stop in and experience your new MVC at work. P.S. No Lines!

4,460 People Reached
894 Engagements
5 Comments 20 Shares 2.3K Views

AMERICA'S ARMY VS NAVY

THANK YOU
TO OUR MVC MILITARY FAMILIES FOR SHARING YOUR MEMORIES.

950 People Reached
186 Engagements
4 Comments 17 Shares 644 Views

New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · November 20, 2018 · 🌐
So proud of our MVC employees recognized today by American Heart Association for raising \$14,000 for the AHA over the past three years. The AHA's Patti Harvey came to Trenton to recognize the NJMVC #GoRedForWomen team, with Chief Sue Fulton.

277 People Reached

New Jersey Motor Vehicle Commission
Published by Carlos Iván Merino [?] · November 20, 2018 · 🌐
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521 People Reached
64 Engagements



1,535

Tweets

1,852

Followers

New Jersey MVC @NJ_MVC - 20 Sep 2018
Chief @suefulton took a day off from her MVC duties today to help host Just Ginsburg at her alma mater @westpoint_usma #ZengerleLecture
#DutyHonorCountry



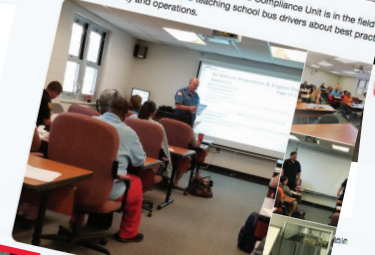
New Jersey MVC @NJ_MVC - 7 Nov 2018
Did you know that approximately 40 percent of vehicles fail their
at New Jersey inspection stations? Save time by checking out 1
tips: njinspections.com/about.html



New Jersey MVC @NJ_MVC - 14 Aug 2018
The NJ MVC Board met today in #Trenton. We reviewed a busy couple of
months at the MVC, including increased use of our Mobile Units in #GardenState



New Jersey MVC @NJ_MVC - 16 Aug 2018
Our Commercial Driver License (CDL) Mobile Compliance Unit is in the field
today at #LentenoCentralHS teaching school bus drivers about best practices
in student safety and operations.



New Jersey MVC @NJ_MVC - 19 Jun 2018
NJMVC Chief @suefulton with State of Affairs Host @SteveAdubato taping at
#NJTV studios in Newark today. Segment on MVC initiatives & challenges to air
in July or August. StayTuned



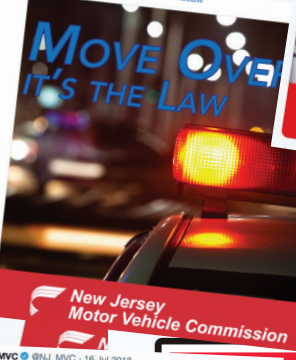
New Jersey MVC @NJ_MVC - 17 Oct 2018
SkipTheTrip and skip the lines! Access some 20 @NJ
changing your address, simply by visiting our website.



New Jersey MVC @NJ_MVC - 17 Oct 2018
#DisabledVeteran you can get a
#parkingplacard at an #NJMVC agency
nearest you. Bring your paperwork & get
one of these #placards that you're
eligible for. #Municipalparking without
charge. Thank you for your service.
njmvc.gov.



When approaching flashing lights on the roads, SLOW DOWN
MOVE OVER. Let's ensure the safety of our #police, #paramedic
and #towTruck drivers, who are on the road and hard at work ke
communities safe. #MoveOver #ItsTheLaw



New Jersey MVC @NJ_MVC - 14
December is National #ImpairedDrive
height of the #HolidaySeason, reme
the risk.



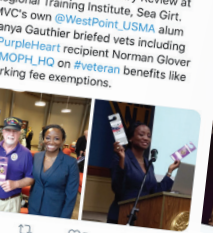
New Jersey MVC @NJ_MVC - 16 Jul 2018
Today, the MVC conducted one of our mobile units at the #NJStateHouse by
request for the #REVUP and #VOTEDISABILITY event. New Jerseyans from
the event and the public stopped in to use our services. MVC Chief Administrator
@suefulton explains the mobile unit's functions. @col129



New Jersey MVC @NJ_MVC - 9/14/18
Residents enjoyed the convenience of an
MVC #MobileUnit during the convene
@SenatorLoretta and
@GMJohnsonNJ helped
offer. #MVC Chief @suefulton was on
site meeting with residents and
lawmakers.



New Jersey MVC @NJ_MVC - 9/24/18
#NJNationalGuard Military Review at
MVC's own #WestPoint_USMA alum
Tanya Gauthier briefed vets including
#PurpleHeart recipient Norman Glover
@MOPH_HO on #veteran benefits like
parking fee exemptions.



New Jersey MVC @NJ_MVC - 24 Aug 2018
Congratulations Chief @suefulton on being appointed to the
International Board #2018IAB.



New Jersey MVC @NJ_MVC - 24 Dec 2018
Advocacy Unit, one of many colleagues showing the holiday spirit as we are
hard at work #ChristmasEve taking care of our customers.



New Jersey MVC @NJ_MVC - 9/17/18
As a graduate of @WestPoint_USMA and



New Jersey MVC @NJ_MVC - 9/22/18
Wayne agency is back online and
offering all services again this mo



New Jersey MVC @NJ_MVC - 27 Sep 2018
Chief @suefulton and Dep Administrator Bob Grill with Joe Roth and Elise
Gannon from the #NJSharing Network, our partners in encouraging the
#IGNOLife through organ donation.



New Jersey MVC @NJ_MVC - 2 Nov 2018
We take our customers seriously. We take our jobs seriously, but we don't take
ourselves too seriously! Thanks #Oakland #Paterson #Randolph #Salem
#Springfield #Somerville #Wallington #Wayne #Washington #Wineand #Trenton
staff for sharing #Halloween pics
goo.gl/6B64

New Jersey MVC @NJ_MVC - 1 Nov 2018
Automatic voter registration now in place at #NJ_MVC agencies as MVC meets
deadline from @GovMurphy's April bill-signing.
#voteregistration
goo.gl/bUYvV

New Jersey MVC @NJ_MVC - 2 Nov 2018
#ElectionDay Closures - All MVC facilities, including agencies, driver testing
sites, and inspection stations will be closed on Tuesday, November 6, 2018, in
observance of the General Election.
goo.gl/7qVJq3

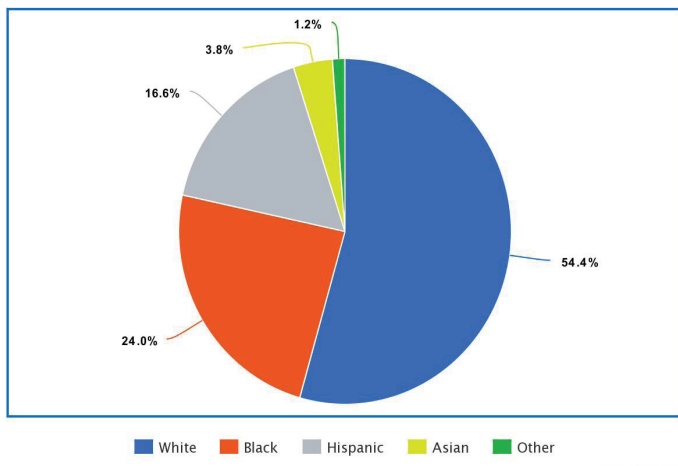
OUR PEOPLE



NJMVC Senior Staff

Full-Time Employee Totals

The New Jersey Motor Vehicle Commission aims to reflect the customer base that it serves - primarily by mirroring diversity in its own workforce. Within its own ranks, women make up 80 percent of its agency workers, 8 out of 10 members of its executive team and more than 60 percent of its senior staff. Furthermore, African Americans, Latinos, Asians and other underrepresented minorities comprised 46 percent of the Commission's staff in 2018.



SECURITY & INVESTIGATIONS



Security & Investigations

Our nearly 100-strong Security, Investigations and Internal Audit team is key to maintaining one of the core principles of the NJMVC’s Mission Statement:

“... earning the public trust through the integrity of our documents and services ...”

Retired NJ State Police Lt. Col. Latrecia “Trish” Littles-Floyd heads a team of seasoned law enforcement professionals and support staff. The Department is ever-vigilant against attempts to utilize fraudulent documents or to undermine the security of documents.

To that end, the Investigations Support Unit trained more than 2,000 stakeholders, including local law enforcement, municipal clerks and alcohol servers/bartenders.

In addition, municipal police working in our agencies executed 228 arrests last year for offenses ranging from counterfeit documents and motor vehicle theft to insurance fraud. Our Security, Investigations and Internal Audit team is a recognized leader among Motor Vehicle agencies throughout the United States and Canada.

Arrests	
2016	229
2017	216
2018	228

BUDGET

NEW JERSEY MOTOR VEHICLE COMMISSION
FY 2018 ANNUAL BUDGET REPORT

	FY 2018 ACTUALS ¹	FY 2019 BUDGET ²
RESOURCES		
<u>Reappropriation</u>		
Surplus/(Deficit) Adjustment ³	\$ 57,863	\$ 19,629
Transfer Adjustments In/(Out) ⁴	\$ 8,226	\$ 7,596
<u>Operating Resources</u>		
MVC Base Budget	\$ 315,151	\$ 321,287
Security Surcharge (\$7)	\$ 43,640	\$ 43,577
Digital Driver License Fee (\$6)	\$ 15,489	\$ 14,752
Sub-Total Operating Resources	\$ 374,280	\$ 379,616
<u>Dedicated Resources</u>		
Commercial Vehicle Enforcement Fund	\$ 15,699	\$ 14,463
Commercial Bus Inspections	\$ 989	\$ 1,015
School Bus Inspections	\$ 1,415	\$ 1,647
Motorcycle Safety Education Fund	\$ 558	\$ 487
Security Responsibility	\$ 20,311	\$ 20,900
Texting While Driving Campaign	\$ 2,502	\$ 2,682
Other Various Dedicated Revenues	\$ 2,588	\$ 696
Sub-Total Dedicated Resources	\$ 44,062	\$ 41,890
<u>Bond Fund</u>		
Bond Fund Reappropriation ⁵	\$ 4,741	\$ 2,251
Bond Fund Interest ⁶	-	-
Sub-Total Bond Fund	\$ 4,741	\$ 2,251
<u>Grant Funds</u>		
Prior Year Grant Award Balances ⁷	\$ 2,169	\$ 3,092
Grant Awards	\$ 2,026	\$ 1,303
Sub-Total Grant Funds	\$ 4,195	\$ 4,395
TOTAL RESOURCES	\$ 493,367	\$ 455,377

EXPENDITURES		
<u>Operating Expenditures</u>		
Salaries & Fringe	\$ 172,892	\$ 186,904
Materials and Supplies	\$ 15,305	\$ 15,968
Services Other Than Personal	\$ 54,202	\$ 71,822
Parsons Inspection Contract	\$ 33,557	\$ 36,972
Maintenance and Fixed Charges	\$ 5,751	\$ 6,518
Claims and Indirect	\$ 108	\$ 507
Additions, Improvements, Equipment	\$ 4,448	\$ 10,359
Sub-Total Operating Expenditures	\$ 286,263	\$ 329,050
<u>Dedicated Fund Supported Expenditures</u>		
Commercial Vehicle Enforcement Fund	\$ 5,518	\$ 5,411
Commercial Bus Inspections	\$ 2,725	\$ 3,310
School Bus Inspections	\$ 7,363	\$ 9,344
Motorcycle Safety Education Fund	\$ 74	\$ 545
Texting While Driving Campaign	\$ 1,477	\$ 1,000
Omnibus	\$ 15	\$ 15
Security Responsibility	\$ 20,795	\$ 20,900
Sub-Total Dedicated Expenditures	\$ 37,967	\$ 40,525
Bond Fund	\$ 614	\$ 2,251
Grant Award Expenditures	\$ 1,103	\$ 2,303
State Budget Contributions⁸	\$ 125,729	\$ 75,321
TOTAL EXPENDITURES	\$ 451,676	\$ 449,450
TOTAL RESOURCES: ALL FUNDS	\$ 493,367	\$ 455,377
TOTAL EXPENDITURES: ALL FUNDS	\$ 451,676	\$ 449,450
SURPLUS/(DEFICIT): ALL FUNDS⁹	\$ 41,691	\$ 5,927

¹ FY 2018 Actuals are based upon close-out, which includes expended and encumbered through July 31, 2018 plus CWA retroactive paid in October 2018.

² FY 2019 Budget is the approved amount through the Executive and Legislative Processes.

³ Surplus Adjustment excludes prior year grant balances and bond fund reappropriations. The FY 2019 Surplus is per the final 2019 Budget submission to OMB.

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

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 2018 actuals.

⁶ FY 2018 Bond Interest has not yet posted.

⁷ 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.

⁸ 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.

⁹ For FY 2018, \$34.472 million of surplus balance is MVC operating and dedicated funding balances. The remaining \$7.219 million surplus is grant and bond monies.

For FY 2019, \$3.835 million of surplus balance is MVC operating and dedicated funding balances. The remaining \$2.092 million surplus is grant monies.

BOARD OF DIRECTORS

**Stephen S. Scaturro,
Board Member**



**Walter S. Orcutt,
Board Member**

**Elizabeth Maher Muoio,
State Treasurer**





**Diane Gutierrez-Scaccetti,
Transportation Commissioner**

**Gurbir S. Grewal,
Attorney General**



NJMVC
225 E State Street
Trenton, NJ 08666

NJMVC.GOV