



2022
**ANNUAL
REPORT**

DRIVING NEW JERSEY FORWARD



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Message to Our Customers



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For the second year in a row, the Commission topped 12 million transactions completed for our customers...

The year 2022 was another year of positive change for the New Jersey Motor Vehicle Commission, which serves more than 6 million drivers across the most densely populated state in the country.

For the second year in a row, the Commission topped 12 million transactions completed for our customers, a figure the MVC never reached before 2021 but now a mark readily attained on demand.

Achieving this increase in productivity – the high water mark before 2021 had been 11.9 million completed transactions reached in 2017 – was not an accident, but the result of the implementation of carefully crafted policies that have made MVC operations more productive, efficient, and accessible than they have ever been in the history of New Jersey Motor Vehicles.

Over the past four years, the MVC has grown our online presence exponentially, to the point where our website, NJMVC.gov, is now the primary point of contact for customers – with transactions, services, appointment

scheduling, and information available 24/7, 365 days a year. We have steadily increased the amount of MVC business that can be completed online, to about 80% of total transactions, yielding dramatic improvements in customer convenience. At the same time, we have reduced agency transaction traffic by some 20 percent since the middle 2010s, while increasing online traffic by slightly more. (Even by-mail transactions have dropped about 5 percent, at 15% of our total).

In addition to expanding our online capabilities, our customer-facing operations include:

- 40 agencies, where we process in-person license and vehicle transactions
- 15 road test locations, where we test basic and commercial drivers
- 25 central inspection facilities, where vehicle emissions tests are offered as an alternative to those done at private inspection facilities

We have streamlined our agencies overall to offer delineated services, largely by appointment, combining our assets into a smart service model that allows Motor Vehicles to transcend some of our historic challenges and more effectively serve all New Jerseyans. While first introduced in the midst of the COVID-19 pandemic, our smart model is not about the past or even the present with staffing shortages, but instead is an improved, sustainable model into the foreseeable future.

It is the model that has proven most effective at delivering motor vehicle services nationwide.

The pillars of our new service model are:

- o Majority of transactions available online from the comfort of one's home or anywhere else convenient to the customer.
- o Majority of in-person services by appointment; better regulating customer flow while resulting in most customers accomplishing agency visits within 20 minutes or less. Widely praised by the public and our employees.
- o Primary point of contact is now through our website, NJMVC.gov, with appointment system also compelling our customers to familiarize themselves with needed materials/ documents prior to arrival, helping control volume by reducing otherwise unnecessary return visits.
- o Focus on delivery of services so there is a mix of online, services by appointment, and agency walk-ins.

One example is our 7 Road Test field houses outfitted with cameras to accommodate driver license processing without a separate trip to a Licensing Center. Result: on-the-spot driver license delivery that saved 130,000 of our customers from making a second trip to an agency.

At the same time, we've also broadened our Mobile Unit program, now being emulated by other states and jurisdictions, to reach more communities across the state while also supplementing agency operations.

Some other areas where we've improved our service delivery include an innovative Commercial Driver License (CDL) credentialing program that expedites permitting and testing to within a day or two of the request, helping our State address a nationwide driver shortage crisis affecting our schools, mass transit, and the supply chain.

We also went greener in 2022 in our approach to driver testing, completing a rollout of web-based driver knowledge testing to over 800 high schools and commercial driving schools around the state, replacing paper exams with a more secure online automated testing solution.

As we look back on the significant progress the NJMVC made in 2022 with its team of dedicated and talented employees, I am filled with confidence in our plans to continue to offer our valued customers best-in-class service as we drive the Commission forward in 2023!

Latrecia Littles-Floyd
Acting Chair & Chief Administrator



Budget

NJMVC FY 2022 Annual Budget Report

	FY 2022 Actuals ¹	FY 2023 Budget ²
RESOURCES		
Reappropriation		
Surplus/(Deficit) Adjustment ³	\$15,804	\$0
Transfer Adjustments In/(Out) ⁴	\$23,759	\$32,120
Operating Resources		
MVC Base Budget	\$319,446	\$309,554
Security Surcharge (\$7)	\$43,919	\$45,586
Digital Driver License Fee (\$6)	\$16,996	\$5,112
Sub-Total Operating Resources	\$380,361	\$360,252
Dedicated Resources		
Commercial Vehicle Enforcement Fund	\$18,244	\$17,847
Commercial Bus Inspections	\$619	\$1,010
School Bus Inspections	\$1,215	\$1,288
Omnibus	\$8	\$18
Motorcycle Safety Education Fund	\$607	\$500
Security Responsibility ⁸	\$19,259	\$23,972
Texting While Driving Campaign	\$51	\$500
Other Various Dedicated Revenues	\$2,932	\$564
Sub-Total Dedicated Resources	\$42,935	\$45,699
Bond Fund		
Bond Fund Reappropriation ⁵	\$3,385	\$0
Bond Fund Interest ⁶	\$1,033	\$0
Sub-Total Bond Fund	\$4,418	\$0
Grant Funds		
Prior Year Grant Award Balances ⁷	\$1,350	\$2,336
Grant Awards	\$1,894	\$2,541
State Match Grant Accounts	\$66	\$130
Sub-Total Grant Funds	\$3,310	\$4,747
TOTAL RESOURCES	\$470,587	\$442,818

	Actuals ¹	Budget ²
EXPENDITURES		
Operating Expenditure		
Salaries & Fringe	\$210,649	\$235,977
Materials and Supplies	\$19,597	\$21,624
Services Other Than Personal	\$64,140	\$47,453
Parsons Inspection Contract	\$35,361	\$39,000
Maintenance and Fixed Charges	\$6,353	\$6,776
Claims and Indirect	\$810	\$507
Additions, Improvements, Equipment	\$7,603	\$13,297
Sub-Total Operating Expenditures	\$344,513	\$364,634
Dedicated Fund Supported Expenditures		
Commercial Vehicle Enforcement Fund	\$7,539	\$7,887
Commercial Bus Inspections	\$2,313	\$2,904
School Bus Inspections	\$8,745	\$9,953
Motorcycle Safety Education Fund	\$235	\$542
Texting While Driving Campaign	\$0	\$2,000
Omnibus	\$9	\$19
Security Responsibility ⁸	\$19,259	\$23,200
Sub-Total Dedicated Expenditures	\$38,100	\$46,505
Bond Fund	\$4,418	\$0
Grant Award Expenditures	\$1,569	\$1,633
State Budget Contributions⁹	\$26,821	\$26,821
TOTAL EXPENDITURES	\$415,421	\$439,593
TOTAL RESOURCES: ALL FUNDS	\$470,587	\$442,818
TOTAL EXPENDITURES: ALL FUNDS	\$415,421	\$439,593
SURPLUS/(DEFICIT): ALL FUNDS	\$55,166	\$3,225

¹ FY 2022 Actuals are based upon close-out, which includes expended and encumbered through October, 2022.

² FY 2023 Budget is the approved amount through the Executive and Legislative Processes (Appropriation Act) excluding FY 2022 surplus.

³ Surplus Adjustment excludes prior year grant balances, bond fund reappropriations, and dedicated resources. The FY 2022 Surplus is per MVC's FY 2022 close-out, while FY 2023 is per the FY 2023 Appropriation Act.

⁴ Transfer Adjustments are those funds not specifically listed in the expenditure categories, as well as, adjustments for operating.

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

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

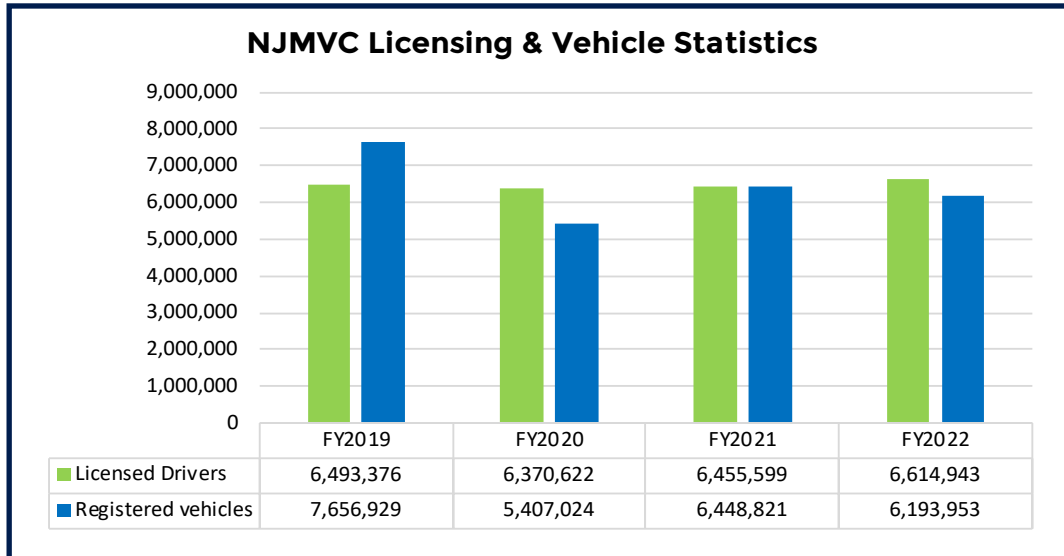
⁷ Prior year federal grant program funding balances for ongoing projects.

⁸ Security Responsibility revenues equals its expenditures.

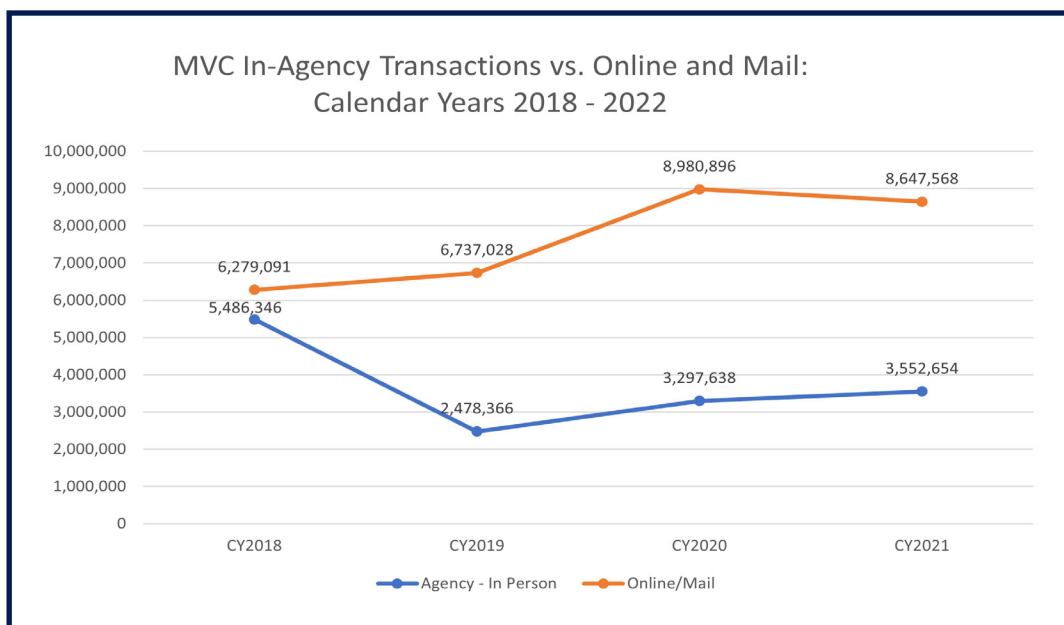
⁹ State Budget Contributions are those funds made available through expenditure reductions as directed through budget language or the Department of Treasury.

New MVC Smart Business Model

By the Numbers



The New Jersey Motor Vehicle Commission (MVC) serves more than 6 million drivers across the most densely populated state in the country. The operational challenges we face in New Jersey are unique, since MVC serves more customers per location than any other state motor vehicle service department in the country.



The number of transactions in MVC agencies in 2022 were slashed by more than 2 million per year, or 60 percent, over 2018, while business done via internet and mail has risen by 2.7 million transactions, or 160 percent, over that same period.

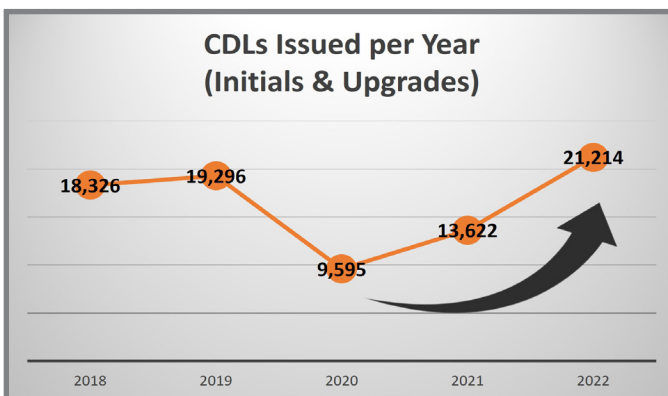
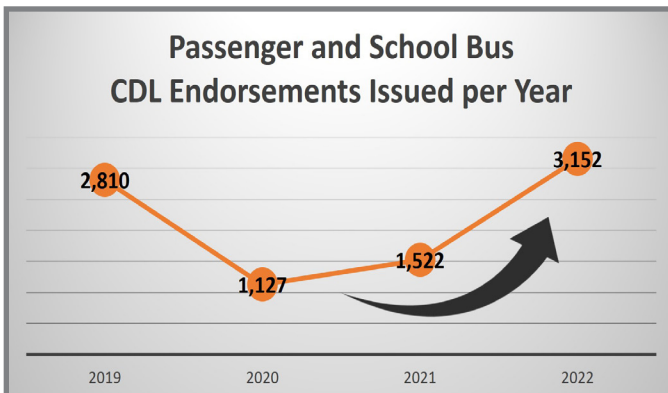
Equals Improved Services

Leading the Way

When it comes to challenges – global, state, or local – we step up to meet them.

A global supply chain crisis and a statewide school bus driver shortage, both fueled in part by too few commercially licensed drivers, was met by an MVC initiative begun in 2021 known as our “concierge service.”

Under the concierge program, which continues, Commercial Driver License permits and testing can be arranged within a day or two of a request. School bus customers, NJ Transit, and major CDL driving schools are offered these special fast-track services. (See charts).



One-stop licensing

Seven one-stop licensing centers are located at Road Test sites around the state. The MVC installed camera stations and computer terminals at each of the sites, so new drivers can have their photos taken after passing their road test and be issued a driver’s license at that time.

The new units have so far diverted more than 130,000 of these drivers from having to make the additional agency visit that they would have been required to make in the past.

An improved appointment system also contributed to the ease with which permitted drivers were able to schedule appointments online - yet another touch in the MVC’s ongoing push for best-in-class customer service.



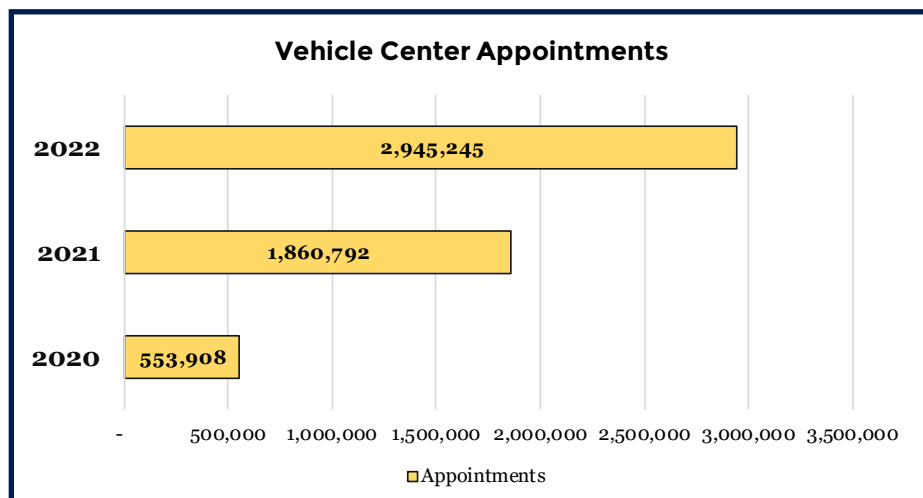
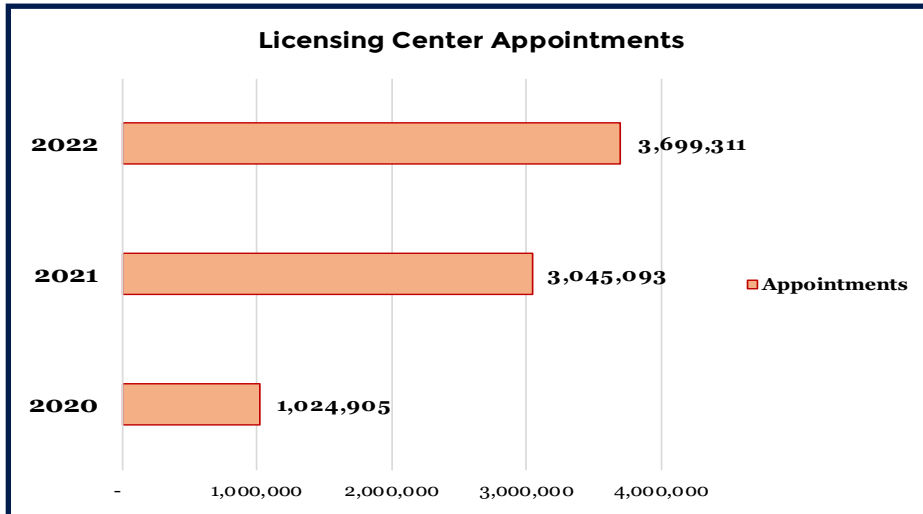
Paper becomes passé

All 665 New Jersey high schools that are licensed to teach driver education and administer knowledge tests were successfully migrated to the NJMVC’s online testing system for the 2021-2022 academic year. Nearly 140 commercial driving schools followed suit; along with off-site testing events at local colleges where more than 2,000 exams were provided on a digital platform.



New MVC Smart Business Model

MVC By Appointment



The phasing in of providing motor vehicle services by appointment since its inception has allowed the MVC to steadily increase the number of appointments available to meet customer demands as well as help better regulate customer volume/flow; maximize appointments by counters versus by staffing levels; and maximize efficiencies while minimizing downtime. Under this improved service model, MVC customers no longer face uncertainty before setting out to visit an agency to complete a transaction. Instead, they can plan their day better, as we are finding that the time most customers spend at our agencies to complete their transactions is 20 minutes or less.

Road Test Improvement



May, 2021
Program
launch



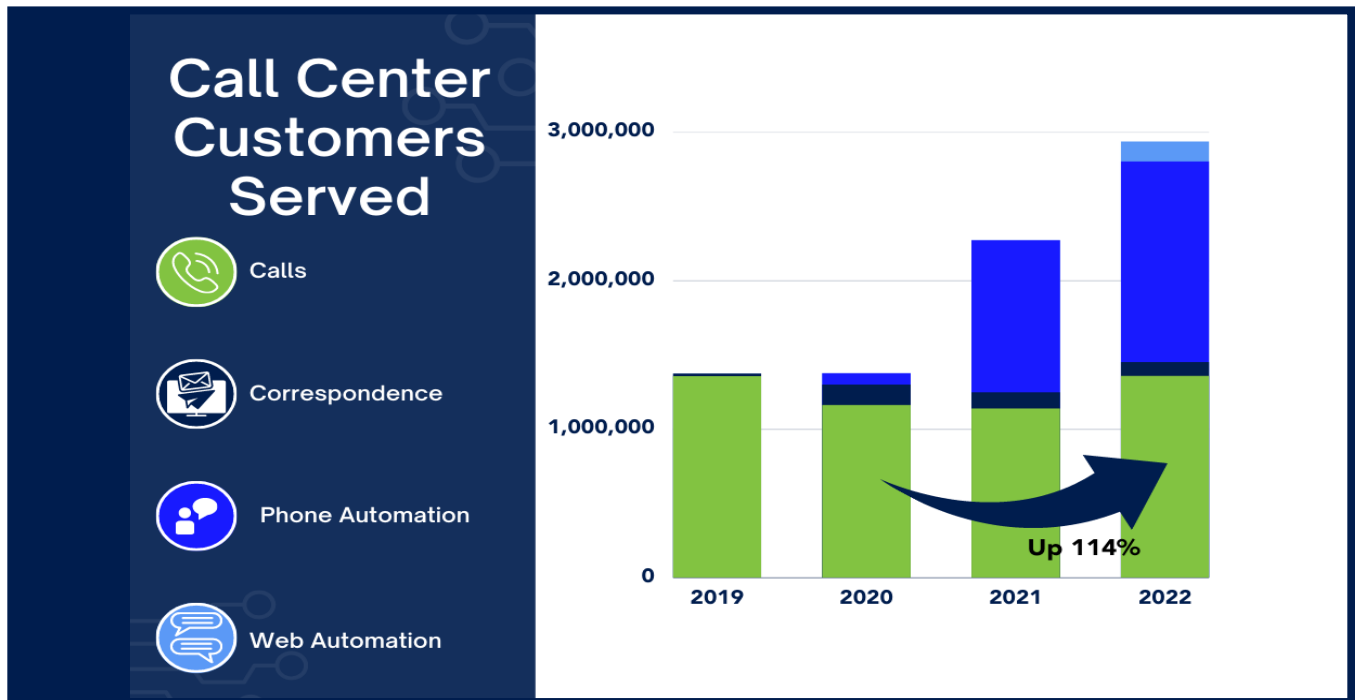
7 statewide
Road Test
one-stop
driver license
photos



91,434 in 2022
Number of
agency trips
avoided

Equals Improved Services

MVC Answers the Call



With the help of automation, our MVC Call Center served nearly 3 million customers via phone, email and other correspondence in 2022, up more than a million customers from just a few years earlier.

Virtual Assistant

Answers are just a click away at NJMVC.gov!

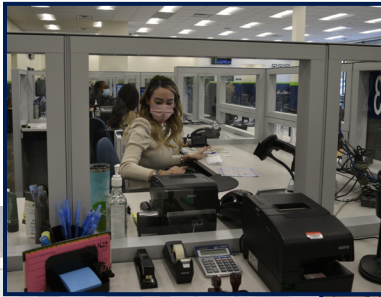
NJMVC
New Jersey Motor Vehicle Commission

65+ Drivers

Did you know? Drivers 65 years old and over never have to return to an MVC Licensing Center for a new driver license photo. The photo on the license eligible drivers hold remains valid for the rest of their lives.

The law signed by Governor Philip Murphy in September 2020 means these drivers never again have to step foot in an agency to have their photo retaken and can instead renew online every four years. Under the same law, drivers under age 65 only need to visit an agency for a new photo every 12 years, up from the previous requirement of every 8 years. In the meantime, drivers can now just renew a license online every four years.

NJMVC Opens New Springfield Agency



Springfield Vehicle Center features more space, amenities; Second new MVC agency in four months

It was a warm and welcoming experience in March 2022 for customers and employees of the New Jersey Motor Vehicle Commission to step into a brand new, 6,800-square-foot agency on State Route 22 in Springfield. The MVC had long ago outgrown its Springfield agency, a converted bowling alley near the crowded municipal complex a few miles away that was first occupied by Motor Vehicles more than 30 years ago, in 1988.

The new space in a free-standing strip mall along the busy highway offers plenty of space inside and lots of free, non-metered parking outside, unlike its predecessor agency. The new Springfield agency boasts three more customer service windows – 13 total. It was the second new agency the Commission opened in four months, having cut the ribbon on the Elizabeth Licensing Center back in October of 2021.

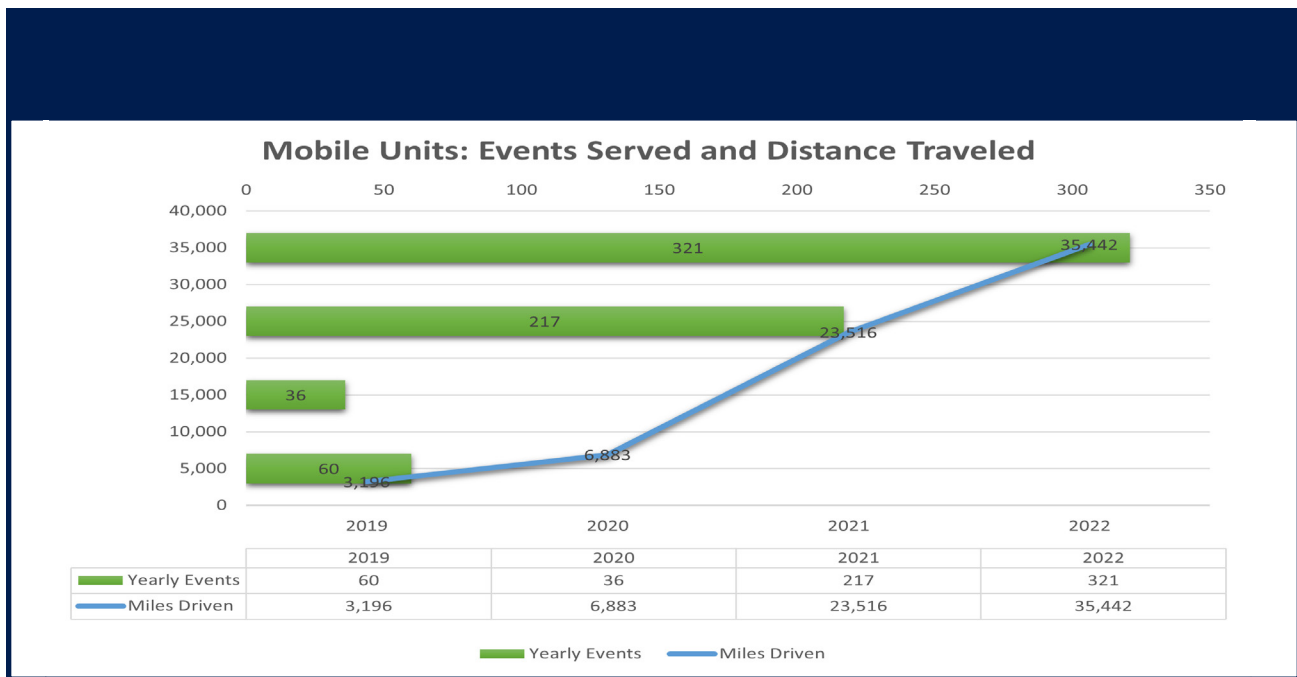
Mobile Units

On the Road Across the Great Garden State

Throughout the year, the New Jersey Motor Vehicle Commission's Mobile Units travel all over the Garden State delivering critical Motor Vehicle and ID services. From veterans hospitals to community centers and even health care settings in underserved communities, the Units make customer convenience the top priority. The NJMVC's Mobile Unit partners with Family Festivals organized by the Office of First Lady Tammy Murphy - where expectant mothers are provided services.



First Lady Tammy Murphy visits with MVC Acting Chief Administrator Latrecia Littles-Floyd at a Mobile Unit stop.



Yvonne Marie Lopez
@AswLopez

Proud to partner with the @perthamboycity and Mayor Helmin Caba to bring the @NJ_MVC mobile clinic to Perth Amboy. The clinic's services were fast, efficient and extremely helpful to our residents.



PatrickDiegnan
@PatrickDiegnan

Honored to work with Assemblyman @RKarabinchak, Assemblyman Sterley Stanley, local officials and the @NJ_MVC to bring the commission's Mobile Unit to towns in our legislative district.

DID YOU KNOW?



Our Mobile Units were recognized in 2022 by the American Association of Motor Vehicle Administrators with the NJMVC's first-ever International Excellence in Government Partnership award for participation in First Lady Tammy Murphy's Family Festivals, working with underserved communities.

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.

FY 2020

3,342
INVESTIGATIONS

FY 2021

4,358
INVESTIGATIONS

FY 2022

4,685
INVESTIGATIONS



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 as 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 2020, FY 2021, and FY 2022.

FY 2020	FY 2021	FY 2022
781,723	992,556	1,189,370



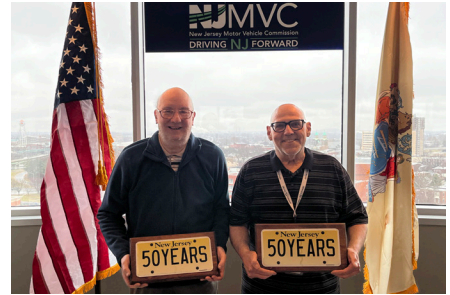
Voter Registration

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.

FY 2020	FY 2021	FY 2022
781,323	795,321	928,575

Our People

The success and strength of any organization is in its people. The more than 2,600 dedicated and talented employees of the New Jersey Motor Vehicle Commission led by Executive and Senior staff range from the more familiar agency personnel helpfully serving our customers daily, to mobile vehicle and school bus inspection units and our IT and other behind-the-scenes personnel. Our number one job is customer service, where we are constantly striving and innovating to do even better.



Board of Directors



Facebook: NewJerseyMVC (<https://www.facebook.com/NewJerseyMVC/>)



Twitter: NJ_MVC (https://twitter.com/NJ_MVC)



Instagram: njmvc (<https://www.instagram.com/njmvc/>)



YouTube: NewJerseyMVC (<https://www.youtube.com/@NewJerseyMVC>)

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EAST STATE STREET

TRENTON, NJ 08666

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



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