

**ANNUAL  
REPORT**  
2017





# THE DIRECTION WE ARE HEADING

- Enhance security and safety
- Improve customer service
- Develop a workforce that meets the goals of the Commission
- Maintain fiscal responsibility

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# VISION, MISSION AND CORE VALUES

## VISION

To be a 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.

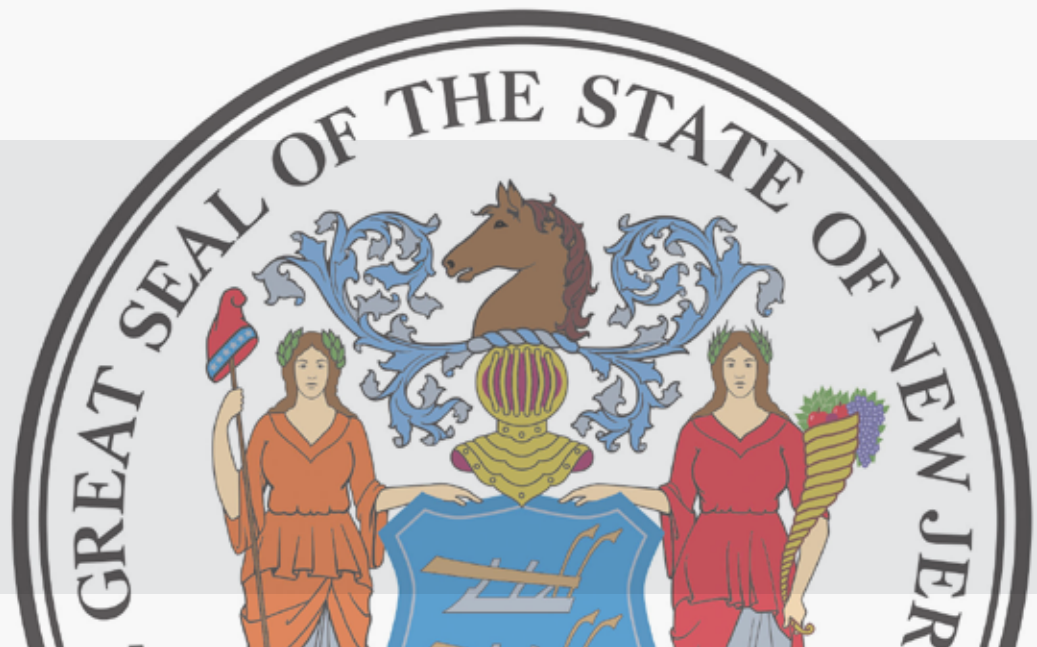
## CORE VALUES

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

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

We strive for courtesy and a supportive environment in all of our interactions with customers and colleagues. We foster an environment that encourages career development and recognizes the contribution of all individuals.

We approach challenges with creativity and flexibility. We continuously search for ways to improve our business and create more value for those we serve.



## A MESSAGE TO OUR CUSTOMERS

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**T**he New Jersey Motor Vehicle Commission has continued its focus on providing excellent customer service to the more than six million licensed drivers throughout the state in 2017.

The success of our “Skip the Trip” campaign continues with more than two million residents electing to renew their driver’s licenses through the mail since its inception in 2012. This means two million less customers in line at our agencies, with countless hours saved for both employees and MVC customers.

The MVC also made several major upgrades to the physical layout of our facilities in order to better serve our customers. Renovations to the Bayonne Agency were completed in October, and work is underway to expand our Edison Agency by approximately 2,000 square feet. The MVC is also in the process of building a new agency, road test field house, and road test course on the site of our previously closed Delanco Agency. Construction of a new, more customer-efficient agency in Wayne has begun and will be our largest State-owned MVC office at 21,670 square feet.

Furthermore, we have also launched two state-of-the-art MVC Mobile Agency Units, which may be deployed as relief for high-volume agencies, as well as travel throughout the State to events and community centers on a regional basis. We are proud to join the ranks of other states that offer this convenient option for their residents.

The MVC also continued to build upon the success of the JustDrive.com campaign - one of the largest public education campaigns in its history. Since 2014, we have targeted texting/talking on a handheld device while driving with an awareness campaign that uses television, print, radio, and billboard advertisements. Our interactive website -- as well as its engaging social media presence -- provides citizens with an online forum to share stories about driving behavior. Additionally, we have expanded the reach of this program through a partnership with New Jersey Manufacturers Insurance Company to bring this program to high schools throughout the state as a part of their “Share the Keys” initiative. This outreach, coupled with increased fines and penalties signed into law by Governor Christie in 2014, has resulted in a reduction in violations issued for this dangerous and irresponsible behavior. We are pleased with these signs of progress, but there is still much work to be done; we still see these dangerous actions each and every day our roadways.

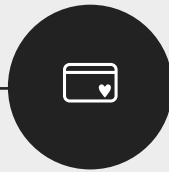
We have made many customer service and security improvements over the last several years. We’ve processed hundreds of millions of agency transactions, built new agencies, made renovations, received national awards, and trained all MVC employees for enhanced customer service. The Motor Vehicle Commission is committed to this work to improve the lives of New Jersey’s residents. The following pages of this report further detail our efforts to improve our fiscal responsibility, safety, security, and customer service throughout 2017. We are proud of our accomplishments and remain committed to being a model for excellence in motor vehicle services.

# AGENCY SERVICES PROGRAMS & OFFERS



## SKIP THE TRIP

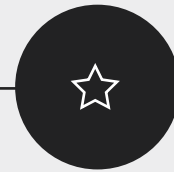
As of December 2017, more than 2 million customers had taken advantage of this program that permits eligible individuals to renew their driver's license or non-driver ID card by mail.



## VOTER REGISTRATION / ORGAN DONATION

The MVC, in conjunction with the State Board of Elections, has changed the manner in which a customer can register to vote or be an organ donor. As of 2016, this process became "customer-facing" with questions appearing on the signature pad for customers to read, make their selections, and respond.

As of October 1, 2017, customers wishing to add the organ donor designation to their current unexpired driver license (with no changes) can do so at no fee.



## VETERANS DESIGNATION

Since this designation was first made available in July 2016, more than 37,900 customers have opted to receive a new driver license or non-driver ID with a permanently-imprinted Veteran Designation.

**MAIL-IN RENEWALS**  
**SKIP THE TRIP**

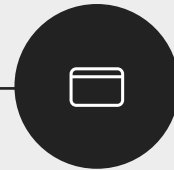
Many Motor Vehicle Commission (MVC) customers can conveniently renew their driver licenses or non-driver IDs through the mail.

Eligible customers are mailed renewal materials along with instructions. Upon completion of the renewal process, the customer will be mailed a new, four-year photo document (using the photo and signature currently on file) within 10 business days after receipt of their payment.



**PURPLE HEART AND  
DISABLED VETERAN  
PLACARDS**

On August 3, 2017 the Motor Vehicle Commission began issuing Purple Heart and Disabled Veteran Placards. Customers who qualify to receive one of the new placards will be exempt from municipal parking meter fees for up to 24 hours.



**NO FEE HOMELESS  
IDENTIFICATION CARDS**

As a result of Assembly Bill A-2107, effective July 1, 2017, individuals who are homeless will be able to apply for a non-driver identification card through the Motor Vehicle Commission at no fee. Applicants will be required to present 6 points of identification along with proof of address.



# LICENSES

## COMMERCIAL DRIVER LICENSE (CDL)

The NJMVC focused on CDL testing, American Association of Motor Vehicle Administrators (AAMVA) International Driver Examiner Certification (IDEC) certifications, CDL testing evaluations and continued outreach to all CDL stakeholders on the federal regulations for CDL Skills Testing.

**THE MVC CONTINUES TO  
FOCUS ON PROVIDING  
EXCELLENT CUSTOMER  
SERVICE TO THE MORE THAN  
SIX MILLION LICENSED  
DRIVERS IN OUR STATE.**

*As a part of that effort, we have taken steps to promote the more than 20 services available online 24/7 through [njmvc.gov](http://njmvc.gov).*





# MVC FAST FACTS

## FY '16

### PRODUCTION DATA

Number of Electronic Digital Driver License (EDDL) issued*	1,975,351
• Number of EDDL issued/weekday	33,760
• Number of EDDL issued/Saturday	4,226
Number of centralized initial inspections/re-inspections*	1,594,481/153,887
Number of private initial inspections/re-inspections*	241,471/31,755
Number of titles issued*	2,091,582
Number of special titles issued*	101,265
Number of calls received (Inquiries Answered)*	1,042,283
Suspension Orders Issued (Administrative, Courts, UMS)*	714,584

### MVC POINTS OF SERVICE

Total number of motor vehicle agencies*	38
Total number of regional centers*	5
Total number of centralized inspection stations/lanes*	26/114
Total number of Driver Testing Centers	23
Number of visits to MVC website	10,701,139
Number of registrations renewed on-line	1,576,601
Total number of MVC forms available on-line for download	124

\*FY2016 Actuals from the BB104 Annual Document

# OPERATIONS BUSINESS & GOVERNMENT



## IMPLEMENTATION OF IMPROVEMENTS TO THE BULK DATA SALES BUSINESS PROCESS

Business and Government Services implemented changes designed to enhance the protection of motor vehicle records that are provided through the Bulk Data program. These changes make New Jersey a leader in safeguarding motor vehicle records. The Bulk Data program services about 20 customers in both the public and private sectors, who receive over 300 million records a year in order to safeguard the public. The sale of bulk data generates annual revenues of about \$1.3M. Protection of the personal information contained within these records is mandated by both state and federal Driver Privacy Protection Acts (DPPA).



## **INTERNATIONAL FUEL TAX AGREEMENT (IFTA) AUDITING**

The Motor Carrier Services unit (MCS) completed a record number of fuel tax report audits. As a member of IFTA, the State of New Jersey is required to conduct audits of all IFTA licensee accounts to ensure that interstate carriers remitted the correct fuel taxes. Every operating interstate carrier based in New Jersey files a quarterly fuel tax report which is used to determine the net tax or refund due. Fuel taxes owed are then redistributed based on miles traveled in each jurisdiction. The MCS conducted 501 audits, resulting in the collection of approximately \$360K in additional IFTA taxes.

# 360K

*MCS conducted approximately 501 IFTA audits in CY2017, which resulted in an assessment of approximately \$360K in additional IFTA taxes.*

## **TRANSPORTATION NETWORK COMPANY PERMITTING**

Business Licensing Services rolled out a permit program in accordance with the Transportation Network Company Safety and Regulatory Act, which is designed to regulate the activities of transportation network companies (e.g., Uber, Lyft). This new program promotes public safety and consumer protection.

**UBER**



# COMPLIANCE AND SAFETY

## ADDRESSING MOTORISTS' DRIVER HISTORY CONCERNS

The Court Suspension and Authorization (CSA) Unit has the most customer contact of all Driver Records Management groups. It assists drivers with questions regarding violations or suspensions posted to their driver history. Personnel from the CSA Unit answered 94,408 calls through December of 2017 and reduced the average speed of answer by over 11%. Stemming from the MVC's work with various re-entry organizations, in October 2017 the Driver Records Management Bureau implemented a formalized process for these groups and individuals to obtain restoration requirements. The process created a new mechanism to request the information; provide alternate delivery outlets including mail, fax, and email; and centralize the data to ensure consistency and operational effectiveness.

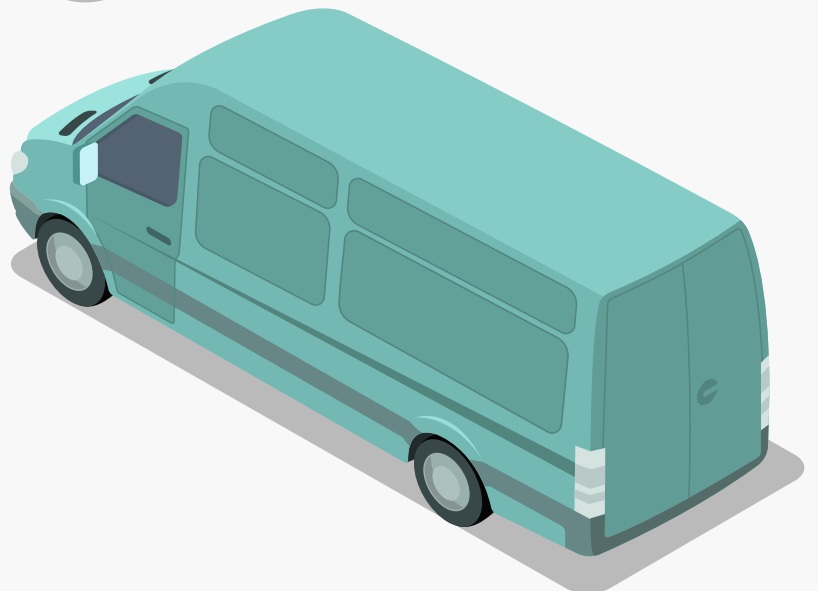
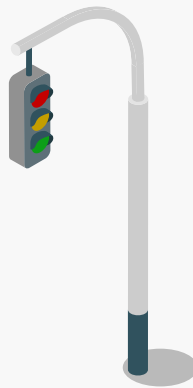




## FS-12

### FACIAL SCRUB PROJECT (FS-12)

The “Facial Scrub Project” enables the MVC to reduce fraud and support law enforcement in keeping New Jersey safe. The Support Group received 1,419 cases through December of 2017 from the MVC’s Division of Security, Investigations and Internal Audit from its ongoing initiative, a projected annual increase of 26%. These cases stemmed from either simple clerical errors or fraudulent efforts to obtain a driver license or identification card. Each case was reviewed, analyzed and addressed accordingly by the Support Group personnel.





# ENHANCED INSPECTION AND MAINTENANCE



## REGIONAL AUDIT UNITS

**20,703**

Overt audits at Centralized Inspection Facilities and Private Inspection Facilities.



## SUPPORT GROUP

**12,211**

Phone calls from the motoring public and internal stakeholders were answered by the In-House Support Unit.



## MOBILE INSPECTION TEAMS

**13,960**

Vehicles were inspected in conjunction with local law enforcement.



## SPECIALTY INSPECTION

**8,184**

Salvage inspections conducted in 2017.

## REGIONAL AUDIT UNITS

Inspection Staff conducted 20,703 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 the integrity of the inspection program. A total of 2,488 covert audits were conducted at CIF and PIF locations throughout the state in 2017.

## SPECIALTY INSPECTION

The Specialty Unit conducted 8,184 salvage inspections for the first eleven months of 2017 under the New Jersey Administrative Code 13:21-22.7 through 13:21-22.12. This unit is tasked with determining the accuracy of the Vehicle Identification Number (VIN) of a vehicle deemed salvage and/or any identification numbers of any the major component parts used to reconstruct, rebuild or repair the motor vehicle before a certificate of ownership is issued.

## SUPPORT GROUP

The In-House Support Unit answered over 12,211 phone calls from the motoring public and internal stakeholders from January 1, 2017, to November 30, 2017. This unit also reviewed 1,821 investigative reports from our Regional Auditing Unit concerning improper recordkeeping, procedures, and possible fraudulent activities performed by emission inspectors and inspection facilities. In response to these reports there were 50 pre-hearing conferences conducted. This led to 38 suspensions and \$144,110 in civil penalties.

## MOBILE INSPECTION TEAMS

In 2017, there were 13,960 vehicles inspected by the Mobile Inspection Teams working in conjunction with local law enforcement to maintain compliance with the vehicle inspection program. These inspections included vehicles with expired inspection stickers, obviously malfunctioning vehicles, and vehicles selected at random.



# MOBILE AGENCY

The MVC launched two state-of-the-art mobile agency vehicles to increase customer convenience by bringing essential MVC services directly to motorists all around the state.

The mobile units can help augment customer processing at existing brick and mortar agencies during peak transaction periods. They can also be used statewide to meet the needs of underserved communities, senior centers, and/or any location impacted by natural disasters where victims might need immediate replacement of identification documents. Finally, these mobile units can also be used on a scheduled basis to process transactions at universities, office campuses, government centers, shopping areas, or any location where a substantial amount of transactions can be anticipated.





# CUSTOMER INFORMATION & ADVOCACY

## CALLS HANDLED

	2016 Jul	2016 Aug	2016 Sept	2016 Oct	2016 Nov	2016 Dec	2017 Jan	2017 Feb	2017 Mar	2017 Apr	2017 May	2017 Jun	Ytd Totals	Monthly Average	Conversion to Minutes
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### General Information

<b>Calls Handled</b>	47,176	51,712	45,726	54,909	54,180	57,683	45,990	42,217	58,734	50,803	52,721	55,862	617,713	51,476	
<b>Hold Times (In Seconds)</b>	784	666	757	480	544	183	582	606	585	386	590	461	6,624	552	9

### Suspension Restoration

<b>Calls Handled</b>	37,463	43,667	39,224	35,572	34,103	37,035	32,382	29,826	33,961	30,952	34,957	35,428	424,570	35,381	
<b>Hold Times (In Seconds)</b>	190	140	212	249	279	120	699	879	1,424	670	510	399	5,771	481	8

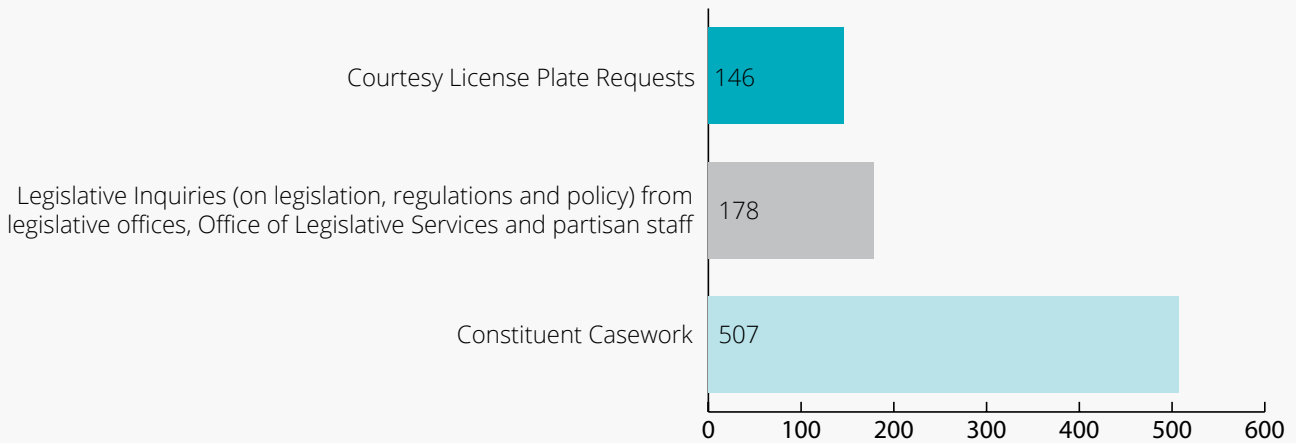
### Customer Advocacy

<b>Emails Received</b>	1,950	2,240	1,881	1,487	1,073	859	1,132	1,055	1,720	1,169	1,587	1,290		1,454	
<b>Email Responses</b>	2,003	2,266	1,939	1,695	1,518	1,274	1,692	1,370	2,391	1,605	2,122	1,811		1,807	

# REGULATORY AND LEGISLATIVE AFFAIRS

## LEGISLATIVE TRACKING AND SUPPORT

TRACKED OVER 1,100 BILLS, 435 OF WHICH HAD A POTENTIAL IMPACT TO THE MVC.



## ADOPTED REGULATIONS

The Regulatory and Legislative Affairs Unit drafted regulatory amendments that took effect in 2017:

### TITLE 13, CHAPTER 21, MOTOR VEHICLE DEALERS

- Amended to increase oversight of motor vehicle dealers, including limitations on issuance of temporary registrations and dealer plates.

### TITLE 13, CHAPTER 18, IRP CHARTER BUSES

- Amended to reflect changes to the International Registration Plan (“IRP”), which was recently amended to include, rather than exempt, charter buses from IRP requirements.

**TITLE 13, CHAPTER 21, PROOF OF IDENTITY FOR LICENSES**

- Amended the list of acceptable documents in the 6-point identification system for driver licenses, permits, non-driver identification documents, and boat licenses, to comply with Department of Homeland Security REAL ID regulations.
- Amended regulation to allow for the scanning of documents submitted in support of applications for REAL ID licenses and non-driver identification cards.

**TITLE 13, CHAPTER 21, ENTITY IDENTIFICATION NUMBERS (EIN)**

- Codifies the procedural requirements to obtain an EIN for motor vehicle transactions.

**TITLE 13, CHAPTER 21, LICENSE AND REGISTRATION, RENEWALS AND RESTORATIONS**

- Amended to allow for the issuance of interim licenses in preparation for the central issuance of driver licenses.

**TITLE 13, CHAPTER 23, DRIVING SCHOOLS**

- Re-adoption of chapter, establishing new expiration date of August 23, 2024.

**TITLE 13, CHAPTER 20, PURPLE HEART AND DISABLED VETERAN PLACARDS**

- Provides for the issuance of disabled veteran or Purple Heart recipient placards.

**TITLE 13, CHAPTER 82, BOATING REGULATIONS**

- Re-adoption of chapter, establishing new expiration date of March 15, 2024.

**TITLE 16, CHAPTER 53, ZONE OF RATE FREEDOM (ZORF)**

- Annual amendment to adjust ZORF.

**Appeals:** At any given time the MVC has approximately 20 cases pending in the Superior Court Appellate Division and 40 on-going cases in the Law Division. The Regulatory and Legislative Affairs Unit is the litigation liaison to the Department of Law and Public Safety, Division of Law, and is responsible for litigation support and tracking all pending New Jersey Superior Court and federal court cases in which the MVC is a party.

**Hearings:** Division of Law Deputy Attorneys General appeared on behalf of the MVC in two facial scrub misstatement cases at the Office of Administrative Law (OAL) and settled both of these cases.



**Referrals to OAL:** The OAL Transmittal Unit (OTU) transmitted over 550 cases to the OAL for hearings in driving while suspended, points, persistent violator, toll violator, and misstatement cases.

OTU staff appeared in several criminal driving while suspended cases, and testified in seven cases.

## **TOLL VIOLATOR PROGRAM**

Regulatory and Legislative Affairs staff assists the New Jersey Turnpike Authority (NJTA), the South Jersey Transportation Authority (SJTA) and NJ EZ-Pass, with the Toll Violator program. In 2017, the MVC issued over 1,000 Scheduled Notices of Suspension, which resulted in over 600 Orders of Suspension.

The MVC staff also evaluates hearing requests and bankruptcy notices, and coordinates with the authorities to determine whether those requests are valid, can be settled, or need to be prepared for a hearing. The MVC evaluated over 100 such requests. In 2017, staff prepared and transmitted seven toll violator cases for hearings to the OAL and the Appellate Division. The MVC staff must appear and testify in all contested cases before the OAL and continues to aid the tolling authorities in recouping over \$4,000,000 in outstanding toll charges and administrative costs.



# INFORMATION TECHNOLOGY

**Information technology continues to maintain and enhance the Commission's critical technology projects.**

## REAL ID

The REAL ID Act "set standards for the issuance of sources of identification, such as driver licenses." New Jersey is implementing information technology changes needed for REAL ID compliance. We intend to offer customers a choice, to have a REAL ID compliant driver license or a non-REAL ID driver license.

The State of New Jersey is currently moving toward becoming a REAL ID-compliant state. The US Department of Homeland Security (DHS) is moving forward with implementation in stages. States are deemed compliant or non-compliant, or granted an extension. We are currently deemed "extension" through October 2018 based on the reporting of our efforts toward compliance.





# FINANCE & ADMINISTRATION

## PROCUREMENT

The Procurement Division provides daily contract management services and guidance as well as execution and supplemental support on all transactional purchases for the Commission. Through 2017, the Procurement Division continued its effort to improve communication and share information with Executive and Business Unit Stakeholders as well as with our Partner Agencies. The Strategic Procurement Plan, originally introduced in November 2014, is actively aligned with Executive Management objectives and MVC needs as it too continues to produce successful results. Stakeholder meetings held throughout the year facilitate Procurement's ability to remain proactive and successfully support all critical projects.

Many of the dynamic projects supported by the Procurement Division are IT-centric and impact our Customer Service Improvement Initiatives as well as all key Business Units. Procurement Staff are assigned and engaged to support various aspects of the REAL ID Project. Our efforts are focused on the priorities of the Commission to reduce lead time and improve available contract options. Sourcing support services offered to Internal Stakeholders / Procurement Customers by Procurement Staff enhance and support MVC's Customer Service Initiative. Strategic Procurement Initiatives improve our ability to meet the division's off-contract, delegated purchase DPA reduction objective. The Requisition (FM-5) review process controlled through Contract Administrator guidance and Director Review / approval also enjoys continued success.

**Vendor Management Services and Rules of Engagement for Vendor Interaction are frequently provided to stakeholders and improved upon during each fiscal year. These services include:**

- Vendor Assessment, Contract Update and Market Analysis Reports.
- Request for Information, Quote, and Proposal (RFI, RFQ, RFP).
- MVC centric and Cooperative contract options.
- Critical vs. Convenience contract support and development.
- Product and Services suitability analysis.
- Form / Fit / Function compatibility assessments and recommendations.
- Cost analysis and reporting.

## ANNUAL BUDGET

FY 2017 ANNUAL BUDGET REPORT (in thousands)		
	FY 2017 ACTUALS <sup>1</sup>	FY 2018 BUDGET <sup>2</sup>
<b>RESOURCES</b>		
<b>Reappropriation</b>		
Surplus/(Deficit) Adjustment <sup>3</sup>	\$ 89,210	\$ 52,385
Transfer Adjustments In/(Out) <sup>4</sup>	\$ 8,018	\$ 7,600
<b>Operating Resources</b>		
MVC Base Budget	\$ 314,901	\$ 320,021
Security Surcharge (\$7)	\$ 43,770	\$ 44,763
Digital Driver License Fee (\$6)	\$ 15,619	\$ 14,863
Sub-Total Operating Resources	\$ 374,290	\$ 379,647
<b>Dedicated Resources</b>		
Commercial Vehicle Enforcement Fund	\$ 14,394	\$ 14,768
Commercial Bus Inspections	\$ 1,154	\$ 1,162
School Bus Inspections	\$ 1,658	\$ 1,396
Motorcycle Safety Education Fund	\$ 545	\$ 574
Security Responsibility	\$ 19,081	\$ 20,900
Texting While Driving Campaign	\$ 2,607	\$ 3,342
Other Various Dedicated Revenues	\$ 2,130	\$ 2,153
Sub-Total Dedicated Resources	\$ 41,569	\$ 44,295
<b>Bond Fund</b>		
Bond Fund Reappropriation <sup>5</sup>	\$ 21,210	\$ 4,684
Bond Fund Interest <sup>6</sup>	-	\$ 5
Sub-Total Bond Fund	\$ 21,210	\$ 4,689
<b>Grant Funds</b>		
Prior Year Grant Award Balances <sup>7</sup>	\$ 2,019	\$ 2,240
Grant Awards	\$ 1,609	\$ 1,987
Sub-Total Grant Funds	\$ 3,628	\$ 4,227
<b>TOTAL RESOURCES</b>	<b>\$ 537,925</b>	<b>\$ 492,843</b>

<sup>1</sup> FY 2017 Actuals are based upon close-out, which includes expended and encumbered through July 31, 2017.

<sup>2</sup> FY 2018 Budget is the version approved through the Executive and Legislative Processes.

<sup>3</sup> Surplus Adjustment excludes prior year grant balances and bond fund reappropriations. The FY 2017 Surplus Adjustment is as of the FY 2016 Close-Out Report plus any prior year anticipated purchase order balance cancellations.

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

<sup>5</sup> Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years and is based on the Fiscal Plan submitted to Treasury that includes FY 2017 actuals.

<b>FY 2017 ANNUAL BUDGET REPORT (in thousands)</b>		
	FY 2017 ACTUALS <sup>1</sup>	FY 2018 BUDGET <sup>2</sup>
<b>EXPENDITURES</b>		
<b>Operating Expenditures</b>		
Salaries & Fringe	\$ 158,483	\$ 167,740
Materials and Supplies	\$ 15,560	\$ 16,252
Services Other Than Personal	\$ 57,334	\$ 70,957
Parsons Inspection Contract	\$ 33,792	\$ 40,553
Maintenance and Fixed Charges	\$ 6,019	\$ 6,820
Claims and Indirect	\$ 7	\$ 57
Additions, Improvements, Equipment	\$ 4,940	\$ 9,785
Sub-Total Operating Expenditures	\$ 276,135	\$ 312,164
<b>Dedicated Fund Supported Expenditures</b>		
Commercial Vehicle Enforcement Fund	\$ 4,919	\$ 5,695
Commercial Bus Inspections	\$ 2,153	\$ 3,700
School Bus Inspections	\$ 8,506	\$ 8,563
Motorcycle Safety Education Fund	\$ 196	\$ 562
Texting While Driving Campaign	\$ 435	\$ 3,342
Omnibus	\$ 64	-
Security Responsibility	\$ 19,081	\$ 20,900
Sub-Total Dedicated Expenditures	\$ 35,354	\$ 42,762
Bond Fund	\$ 16,545	\$ 4,689
Grant Award Expenditures	\$ 1,393	\$ 866
State Budget Contributions <sup>8</sup>	\$ 149,213	\$ 125,729
<b>TOTAL EXPENDITURES</b>	<b>\$ 478,640</b>	<b>\$ 486,210</b>
<b>TOTAL RESOURCES: ALL FUNDS</b>	<b>\$ 537,925</b>	<b>\$ 492,843</b>
<b>TOTAL EXPENDITURES: ALL FUNDS</b>	<b>\$ 478,640</b>	<b>\$ 486,210</b>
<b>SURPLUS/(DEFICIT): ALL FUNDS<sup>9</sup></b>	<b>\$ 59,285</b>	<b>\$ 6,633</b>

<sup>6</sup> FY 2017 identified Bond Interest has not yet posted.

<sup>7</sup> 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.

<sup>8</sup> 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.

<sup>9</sup> For FY 2018, \$3.272 million of surplus balance is MVC operating and dedicated funding balances. The remaining \$3.361 million surplus is grant and bond monies.

# SECURITY & INVESTIGATIONS

## INVESTIGATIVE SUPPORT SERVICES

### **Fraudulent Document Training**

The Investigations Support Unit completed document fraud training for over 200 MVC employees and approximately 2,100 external stakeholders throughout the tri-state area. The curriculum includes hands-on training on the ability to identify genuine and fraudulent identity documents, as well as a review of facial recognition technology and the cutting edge investigative tools available to law enforcement from the New Jersey Regional Operations Intelligence Center (ROIC).

### **Title Records Unit**

The Title Records Unit provided assistance to federal, state and local law enforcement entities by processing over 5,000 requests for certified title records. These records were used in a variety of high-level investigations.

### **INTERNAL AUDIT UNIT**

The Internal Audit Unit provided responses to over 400 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.

# 208

## TOTAL ARRESTS

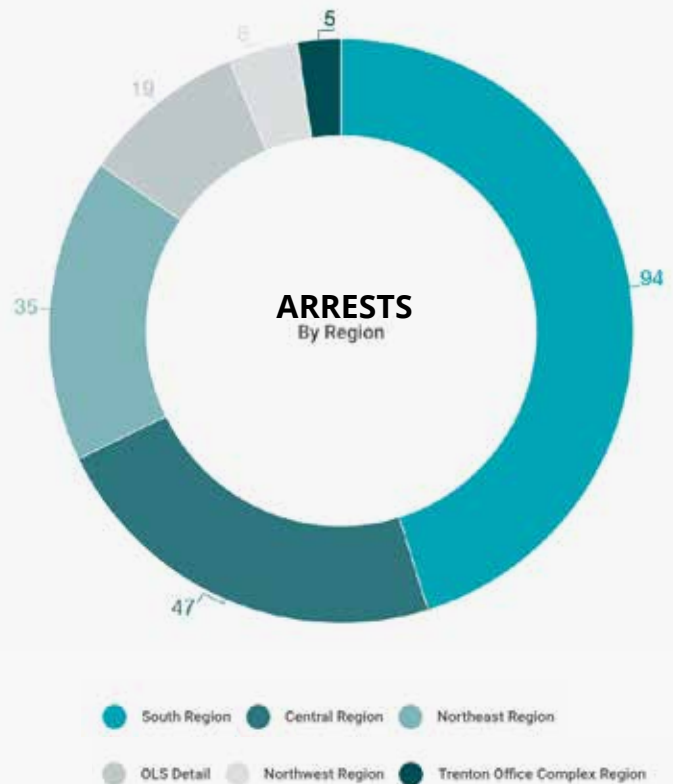
Security & Investigations (S&I) Unit personnel are assigned to the 38 agencies throughout the state, as well as the MVC personnel headquartered at the Trenton Office Complex. S&I personnel assist Agency Operations personnel primarily in the detection of routine attempts to defraud the MVC and its customers. Investigators work closely with the MVC's law enforcement partners to investigate and deter fraudulent activity, and to seek the prosecution of those who commit criminal violations.

### ARRESTS BY AGENCY

Baker's Basin Lawrenceville	2	Paterson	2
Bayonne	2	Rahway	2
Camden	20	Rio Grande	1
Cardiff/Egg Harbor	11	Runnemede	2
Cherry Hill	1	Salem	4
East Orange	8	Springfield	2
Eatontown	16	Toms River	1
Flemington	1	Trenton Regional	22
Hazlet	5	Trenton Lab	2
Lakewood	1	Trenton OLS Detail	19
Lodi	2	Trenton Office Complex	11
Medford	1	Turnersville	2
Mount Holly	15	Wallington	9
Newark	3	Washington	1
North Bergen	3	Wayne	2
Oakland	6	West Deptford	29

### OUT OF STATE SURRENDER PROJECT

Out of State Driver License Surrender Project: SI&IA staffs an initiative which reviews and monitors surrendered out of state driver licenses. Many out of state residents seeking to obtain New Jersey driver licenses are under suspension when they turn in their licenses. Prior to this initiative, the identification of suspended drivers transferring from out of state was, in most cases, left to the integrity of the applicant. In 2017, the Out of State Surrender Project yielded 15 cases where driver licenses were discovered to have been simultaneously issued in multiple jurisdictions; 263 cases where applicants misstated information on their driver license applications; 12 criminal fraud cases; 17 miscellaneous administrative issues; and 1,401 compact state suspensions.

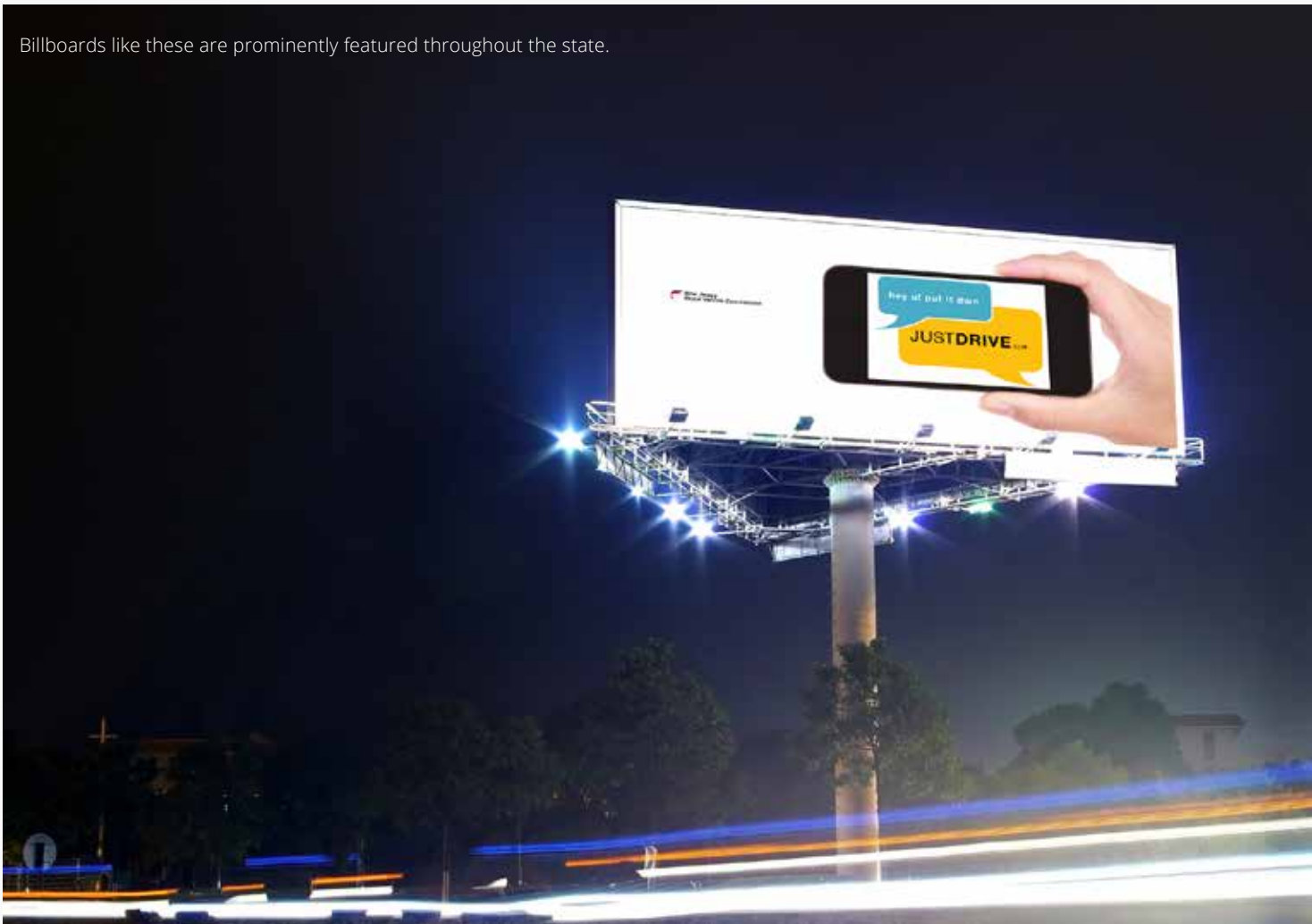


# COMMUNICATIONS DEPARTMENT

## JUSTDRIVE.COM

The Communications team is continuing the largest public awareness campaign in its history with the promotion of JustDrive.com. The website was designed to educate the public on the dangers of texting and talking on a hand held device while operating a motor vehicle, and on the increased fines and penalties stemming from a 2014 law change. Since the beginning of the campaign, violations issued for cell phone use while driving have decreased 28%.

Billboards like these are prominently featured throughout the state.



**In addition to the website, the campaign is featured prominently on billboards, radio and TV ads, and at numerous public events statewide, including:**

- **2nd Annual NASCAR K&N Series JustDrive.com 125**  
The MVC partnered with NASCAR and New Jersey Motorsports Park in Millville to sponsor the second annual JustDrive.com 125 NASCAR race in South Jersey. The MVC volunteers distributed promotional items and spread the message to put down the phone and “Just Drive” to the thousands of race fans in attendance.
- **JustDrive School Presentations**  
The MVC brought an interactive presentation to thousands of high school students across New Jersey in order to help new drivers form good habits.



## SAFETY TIPS



Turn your phone off or put the ringer on silent to avoid the urge to answer.



Put your phone in a secure location that is easy to reach in case of emergency.



Never dial while driving - move to a safe area off of the road.



Prior to driving, store important contact information in your phone.

An example of the campaign, taken from the website, highlights the safety measures one should take.

- **Share the Keys**  
The MVC partnered with New Jersey Manufacturers Insurance Company (NJM) to incorporate the JustDrive curriculum into NJM's *Share the Keys* program, which is a research-based driver education program designed to provide the parents of teen drivers with the tools and resources they need to build and reinforce safe driving habits. *Share the Keys* is offered at no cost to all New Jersey high schools.



# HUMAN RESOURCES

## OFFICE OF EMPLOYEE DEVELOPMENT

### TRAINING

- Certified Commercial Examiner (CCE) – Revised American Association of Motor Vehicle Administrator’s training suite to assist Driver Testing in training Safety Specialists to conduct CDL road tests.
- Certified Commercial Knowledge Examiner (CCKE) – 14 classes conducted and 115 employees trained and certified to administer knowledge examinations.

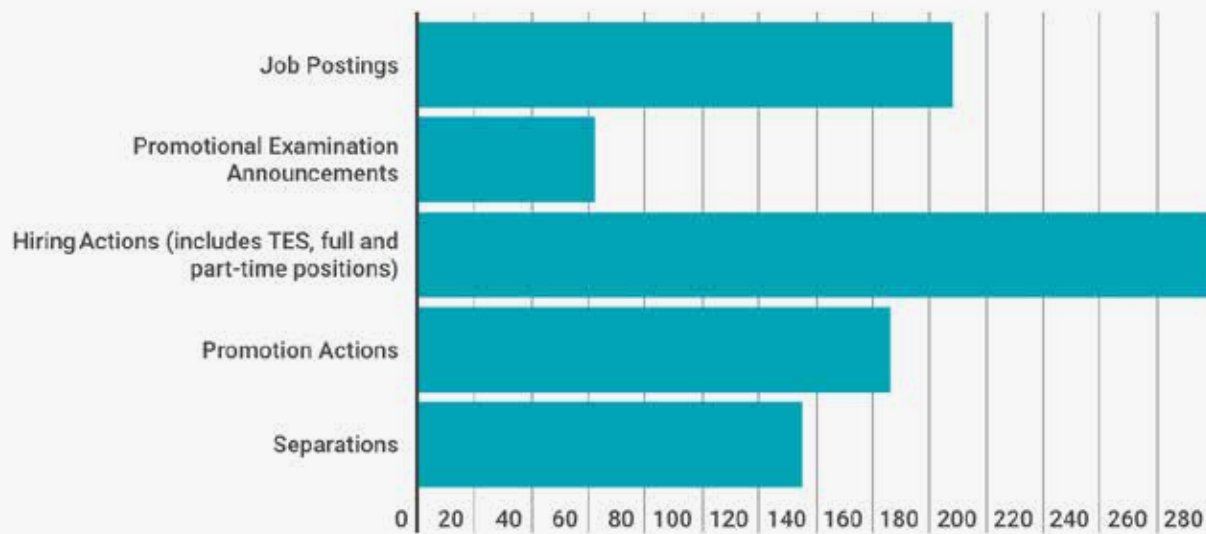
### SPECIAL TRAINING REQUESTS

- Customer Service – requested by Management Operation Services and Agency Help Line – 39 employees trained.
- Telephone Etiquette – requested by Customer Information and Advocacy – 97 employees trained. Same training requested by Compliance and Safety – 99 employees trained.

### NEW EMPLOYEE ORIENTATION (NEO)

- Customer Service – 256 employees trained
- Agency Overview – 192 employees trained
- Document Fraud – 216 employees trained
- Registration Renewal – 170 employees trained

## RECRUITMENT & CLASSIFICATION



## COMMUNITY EVENTS

- Black History Month – The theme was “The Impact of Black Innovators,” which highlighted the contributions of these individuals.
- Blood Drives – In 2017, MVC employees donated blood during three events. A total of 93 units of blood were collected for the Community Blood Council. It is estimated that these donations helped save 279 citizens in need.
- Coat Drive – Over 200 coats, scarfs, jackets, gloves and other winter weather essentials were collected for the Rescue Mission of Trenton.
- Food Drive (New) – Approximately 75 pounds of non-perishable food items were collected for the Rescue Mission of Trenton.
- Toy Drive – MVC employees contributed 60 toys to Big Brothers/Big Sisters for their annual Christmas Party.



- Pet Drive (New) – A collection of pet food and supplies to benefit the Ewing and Trenton Animal Shelters.
- Hispanic Heritage Month – The theme was “Rebuilding a Brighter Future for Latin America”. This event was well-attended and highlighted recent devastation caused by natural disasters. MVC’s Chief Martinez and Abraham Lopez, Deputy Chief of Staff to NJ Lt. Governor Guadagno, were keynote speakers.
- Jeans for Troops – Approximately \$2,500 was raised to benefit the GI GO Fund, a program that assists all military veterans returning from active duty in Iraq and Afghanistan.
- Project Wear Red Day – The MVC continues to be one of the biggest contributors in the State of New Jersey, ranking #5 of all the organizations that participated. The American Heart



Association recognized the MVC for their general donation of almost \$5,000 with a plaque presentation ceremony.

- Take Our Sons and Daughters to Work Day – 104 children attended this event.
- Women’s History Month – The theme was “Honoring Trailblazing Women in Labor and Business”. A table display and a presentation were set up in the lobby to spotlight these important women.
- Charitable Campaign - Through the MVC’s Charitable Campaign \$12,346 was raised for various local and national service organizations.



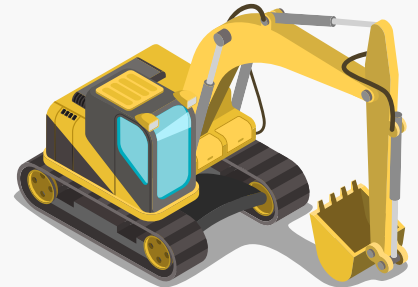
# FACILITIES

## AGENCIES AND LOCATIONS



### EXPANSION      RENOVATION      CONSTRUCTION

- A project to improve our Wayne facility was begun, featuring a new, larger agency building, a new road test field house, new inspection station offices and increased parking.
- Design for a new agency, road test field house and road test course on the site of the closed Delanco Inspection Station was completed, and construction began in 2017.
- The Bayonne facility expansion project, which features and expanded driver testing area, was completed in October 2017.
- The Edison agency expansion project continues, and is expected to add approximately 2,000 square feet to provide better service to the public.



- AGENCY
  - ☒ AGENCY + RTC
  - ☑ AGENCY + DT
  - ⊕ AGENCY + VIS
  - ⊞ AGENCY + DT + VIS
  - ▣ AGENCY + DT + VIS + RTC
  - AGENCY + SUSPENSIONS / RESTORATIONS
  - ⊗ AGENCY + SUSPENSIONS / RESTORATIONS + DT
  - ⊕ AGENCY + SUSPENSIONS / RESTORATIONS + DT + VIS + RTC
  - \* GENERAL
  - ◆ VIS
  - ◇ VIS + RTC
  - ◆ SPECIALTY VIS
  - ⊕ VIS + SPECIALTY VIS + RTC
  - ⊙ ROAD TEST COURSE
  - C PLANNED / CONSTRUCTION
- COUNTY BOUNDS

### DEFINITIONS

- DT - DRIVER TESTING
- VIS - VEHICLE INSPECTION STATION
- RTC - ROAD TEST COURSE
- CDL - COMMERCIAL DRIVERS LICENSE
- MC - MOTORCYCLE

### ROAD TEST COURSE NOTES

- FOUR TYPES OF ROAD TEST COURSE:
- AUTO + CDL + MC
  - AUTO + MC
  - AUTO ONLY
  - CDL ONLY

2017 LOCATIONS





## **MOTOR VEHICLE COMMISSION BOARD 2017**

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, Transportation Commissioner  
Christopher S. Porrino, Attorney General  
Ford M. Scudder, State Treasurer

**NJMVC**

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Trenton, NJ 08666

[NJMVC.GOV](http://NJMVC.GOV)