

A blurred, long-exposure photograph of a city street. The image shows the lower half of several pedestrians walking across the frame, and the lower portions of several cars in motion. The background features a building with windows and a fire escape. The overall color palette is dominated by cool blues and greys, with some warmer tones from the blurred lights and building.

 **New Jersey
Motor Vehicle Commission**

Annual Report 2009

Governor Chris Christie
Lt. Governor Kim Guadagno
Acting Chief Administrator Shawn B. Sheekey

Our Vision

To be the model for excellence in motor vehicle services

In 2003, the Motor Vehicle Security and Customer Service Act was enacted replacing the New Jersey Division of Motor Vehicles (DMV) with a new and improved Motor Vehicle Commission (MVC).

The MVC initiated fundamental changes and reforms, placing customer service at the top of its priorities. The organization has also increased security levels at every site throughout the state, making the MVC one of the most secure, customer-oriented organizations in the country.

CORE VALUES

PROFESSIONALISM

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

INTEGRITY

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

RESPECT

We are courteous and supportive in all of our interactions with customers and colleagues. We foster an environment that encourages career development and recognizes the contribution of all individuals.

CREATIVITY

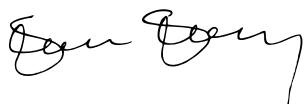
We approach challenges with creativity and flexibility. We are constantly searching for ways to improve how we do business and to create more value for those we serve.

ACCOUNTABILITY

We are accountable for what we say and do. We say what we mean and do what we say.

Chief Administrator's Message

“As we embark on the next chapter of MVC history, I look forward to making New Jersey government more accessible, efficient and responsive.”



Shawn B. Sheekey
Acting Chief Administrator



For the last six years, our team at the New Jersey Motor Vehicle Commission (MVC) has worked diligently to bring about tremendous change to motor vehicle services. First envisioned by the Fix DMV Commission in 2002, we now have an organization that is customer friendly, responsive, efficient and secure; one that is well on its way to becoming a model of excellence.

Assuming the role of Acting Chief Administrator, and having served as Deputy Chief Administrator, I was honored to carry on the positive progress initiated by former Chief Administrators Diane Legreide and Sharon Harrington. I know that our organization cannot rest on its laurels and that we must continually work to enhance our service and meet the needs of our customers.

Having joined the Division of Motor Vehicles just as reform efforts began under the Fix DMV Commission, I witnessed the low points, the deficiencies and years of neglect that had come to represent a troubled operation. Being directly

involved in the overhaul of the DMV provided me with an excellent opportunity to learn about and understand the many facets of our complex organization in order to build on our successes.

As we embark on the next chapter of MVC history, I look forward to making New Jersey government more accessible, efficient and responsive. I hope you find the Motor Vehicle Commission 2009 Annual Report informative and helpful. Thank you for your continued support.

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Achievements and Highlights

A year of moving forward

Sustaining Progress:



Efforts to maintain the progress continue throughout the MVC. A number of positive steps have been taken in 2009 in order to ensure that the MVC remains a stable and customer-oriented organization.



For more information see page:
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Vehicle Inspections:



With the next generation vehicle inspection program underway, the MVC sees a wealth of opportunity to ensure the safety of our roadways and the quality of our environment.



For more information see page:
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Driver Education & Testing:



The MVC began the overhaul of its 20-year-old driver testing system and continued to provide a wealth of information for new drivers.



For more information see page:
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Customer Service:

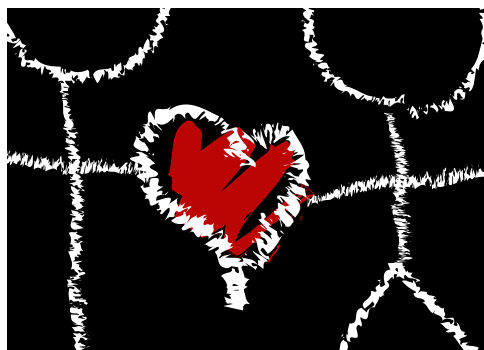


The MVC has continued to introduce more efficient and productive methods of providing core services to the motoring public. The positive changes in service have been both large and small.



For more information see page:
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Strengthening Partnerships:



Throughout the public, private and non-profit sectors, the MVC has developed strong partnerships. From promoting organ donation to combating crime, these joint efforts go a long way in improving the quality of life for all New Jerseyans.



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Fiscal Responsibility:



At every level of the MVC, careful management of limited resources demonstrates to the citizens of New Jersey that the MVC is a wise steward of public dollars.



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Safety

Over the last year, more than 2.4 million vehicles were inspected and reinspected at the Central Inspection Facilities.

Enhanced Vehicle Inspection & Maintenance

In May 2008, the State of New Jersey signed a new, five-year contract with Parsons Commercial Technology Group, Inc., paving the way for the next generation of motor vehicle inspections that will officially kick off in winter 2010. The new agreement with Parsons will allow the state to realize a savings of \$75 million dollars over the life of the contract as compared to the previous inspection and maintenance (I/M) contract.

Under the new I/M contract, the state is moving its vehicle inspection program into the next generation through a number of positive upgrades. With more owners keeping their vehicles longer, there are many New Jerseyans visiting the inspection lanes for the first time in years. Gone are the days when all vehicles received the "tail pipe test" to check emissions and were subject to testing using rollers (dynamometers) designed to simulate driving. The streamlined vehicle inspection process now relies on enhanced technology to accomplish its goal of safer and cleaner vehicles.

Throughout 2009, the New Jersey Motor Vehicle Commission (MVC) and its partner, the Department of Environmental Protection (DEP) has sought to change its Motor Vehicle Inspection Program to improve the safety of motorists, protect the environment, and increase motorist

convenience. The changes benefit the thousands of drivers in New Jersey whose vehicles are required to undergo regular emissions and safety inspections. Over the last year, more than 2.4 million vehicles were inspected at the Central Inspection Facilities (CIFs) with an average customer wait time of 15-20 minutes. Of those vehicles inspected, 695,756 were rejected for safety, emissions or administrative issues. 445,967 re-inspections were conducted by the CIF inspectors.

Over the last year, the DEP enacted new rules for the program. The new rules amended the inspection requirements, standards, and test procedures for both gasoline and diesel vehicles.

As of February 2010, vehicles 1996 and older will be tested for emissions using a two-speed idle test that measures tailpipe emissions from the vehicle. These vehicles used to be tested using a dynamometer to simulate driving conditions. The new test is faster, safer, and easier for motorists. All model year 1996 and newer vehicles will still undergo on-board diagnostic (OBD) testing that began in 2003 and uses the vehicle's computer to test the emissions control system. All vehicles subject to testing also receive a safety test as part of the inspection.

Specifically, MVC rules that were changed include the following:

- » Emission tests no longer require the use

of a dynamometer. Emission tests will include On-Board Diagnostics (OBD), gas cap, visible smoke and two-speed idle tailpipe tests. The two-speed idle tailpipe test replaces both the ASM5015 and 2500-RPM tests.

- » Repair cost waiver provisions have been removed.
- » Gas cap testing is excluded for vehicles of model year 2001 and newer.
- » Certain classes of commercial vehicles, limousines, taxis and jitneys will require annual (more frequent) inspection.
- » Light-duty diesel vehicles will be subject to emission testing. Model year 1997 and newer light-duty diesel vehicles will receive an OBD test and all light-duty diesel vehicles will be subject to a visible smoke test.
- » Emission test exemptions for alternative fuel and hybrid electric vehicles have been removed. These vehicles will be subject to the appropriate OBD or tailpipe test, as applicable.

In an effort to better align and coordinate the DEP's enforcement of its anti-idling provisions for gasoline vehicles with the enforcement of its anti-idling provisions for diesel vehicles, the agency amended the idling exemptions for gasoline vehicles and associated administrative penalties at N.J.A.C. 7:27A to substantially match those exemptions and penalties already



adopted for diesel vehicles. This did not fundamentally alter the existing three-minute idling standard, but clarified the exemptions and revised the penalties.

Retrofitting of the state's 29 Centralized Inspection Facility (CIF) lanes was completed in August 2009. The CIFs now feature new safety equipment consisting of vehicle lifts, undercarriage video cameras and fiber optic lights that greatly enhance the inspection process and the ability to catch safety issues.

Security and service also received a boost in the CIFs as the installation of security and web queue cameras was completed in November 2009. These cameras show the entrance side of the CIF along with cars waiting in line. In addition to MVC staff gaining a tool to evaluate the flow of the lanes, customers may now access the site www.njinspections.com to view the current wait queue, hours of operation and contact information.

Private Inspection Facilities (PIFs) remain a very important component of the overall I/M Program. To date, the MVC has 1,100 licensed PIFs participating in the I/M Program. With many inspection changes occurring, it is critical to maintain an open line of communication with PIF owners and operators. Seminars and opportunities to comment were offered to the PIF community throughout the entire I/M Program and are available to date.

Shops wishing to continue as PIFs under the new I/M contract were required to sign on with the MVC no later than June 2009 and commit to the purchase of new modernized emissions testing equipment to be used in 2010. The purchase price of the equipment was dramatically reduced by 85 percent as compared to the costs incurred by PIFs a decade ago.

Other inspection highlights of 2009 include planning for the January 1, 2010 start of annual inspections on registered vehicles such as taxis, limousines, jitneys and other forms of passenger transportation vehicles. Inspection dates for these vehicles will be spread throughout the year to ease inspection volumes. Also effective on January 1 are changes that will allow used vehicles less than four years old to be issued an inspection decal valid until the

vehicle is four years old, which will also ease inspection volumes.

Additionally, the MVC introduced several new features designed to enhance efficiency and customer convenience in 2009. The vehicle inspection site, www.njinspections.com, also received an overhaul as a part of a new inspection-related public education campaign. The site was redesigned to ensure that it will remain an effective resource for vehicle owners looking for inspection-specific information.

Visitors to the site can access essential information about the inspection process, learn what to do if a vehicle fails inspection and download key materials. It includes tips on driving green, reducing energy, and saving money. The site also prepares motorists for their inspection with helpful videos



Safety

NJ INSPECTIONS.com



New Jersey Inspections

Throughout 2009, the New Jersey Motor Vehicle Commission (MVC) and its partner, the Department of Environmental Protection (DEP) have sought to improve vehicle inspection to enhance the safety of motorists, protect the environment and increase customer convenience. The changes benefit the thousands of drivers in New Jersey whose vehicles are required to undergo regular emissions and safety inspections.

For more information go to:
www.njinspections.com

and checklists. Motorists can learn about eco-driving and safe driving techniques, access vehicle inspection history and sticker information, print a full vehicle inspection report and book an inspection appointment. Motorists are able to schedule appointments in advance at five inspection locations – Bridgeton, Cape May, Salem, Washington, and Westfield.

As a part of its comprehensive Facilities Master Plan, and as an added convenience, the MVC has begun to co-locate new, modernized agencies with existing inspection facilities to create a “one-stop-shopping” environment. With multi-service locations now open in Freehold and Flemington and future sites under construction in South Brunswick, Randolph, Rahway and Lodi, motorists have the opportunity to conduct other business (such as renewals and testing) at the same time as their vehicle inspection.

With all the positive enhancements coming to the I/M program, it remains important for the MVC to keep its customers well informed and educated about these changes. It is also critical to demonstrate the positive benefits of the program and prepare vehicle owners for their periodic visits to the inspection lanes.

With the launch of NJ Inspections: Making the Garden State Safer and Greener campaign in April 2009, the MVC and DEP began a joint agency initiative that aims to educate the public about the safety and

environmental benefits of the state’s motor vehicle inspection program. The campaign highlights the responsibilities of vehicle owners, communicates federally mandated clean air messages and provides all the necessary information to prepare MVC customers for an inspection.

At the center of the campaign are informative videos that have been broadcast in a number of venues such as movie theaters, grocery stores, driver education classrooms and on njinspections.com and youtube.com. The videos focus on everything from getting better gas mileage and saving money to improving air quality and road safety through proper vehicle maintenance.

The campaign utilizes printed companion materials that offer valuable owner tips designed to limit pollution, enhance mileage and fuel efficiency and keep vehicles in top working order. The pieces are distributed with vehicle registration renewal notices, at MVC Agencies, at Private Inspection Facilities (PIFs) and through many other outlets.

The success of the NJ Inspections campaign was recognized in August 2009 when the American Association of Motor Vehicle Administrators (AAMVA) awarded the MVC top honors for Environmental Leadership. Acting Chief Administrator Shawn Sheekey accepted the award on behalf of New Jersey. A total of 13 entries for the award were received from six entities. Entries were scored in four

categories: Innovation of Program, Cost Savings/Cost Avoidance, Environmental Benefit and Program Effectiveness.

The MVC’s highly regarded School Bus Safety Inspection Program was also updated in 2009. In accordance with DEP Regulations, the Operations Unit, within the Division of Inspection Services, implemented a program to inspect for the presence of a closed crankcase ventilation system (CVSS) on all school buses. This was a joint effort between the two agencies to ensure that any school bus retrofitted with this technology is inspected before qualifying for a reimbursement from the State.

The CVSS is designed to remove emissions from the open crankcase system on a variety of diesel engines. Along with reducing emissions, this system helps to reduce oil consumption, mist, fumes and drips in the engine compartment, resulting in a cleaner, safer engine compartment. The gases that are vented out through the crankcase are the result of leakage around the piston rings in the combustion chamber and are composed of hydrocarbon particles, soot from diesel, engine oil, and its contaminants. These crankcase gases are then vented back into the air intake system to be consumed by the combustion process.



Teen Driver Safety

Throughout 2009, the MVC's leadership on the issue of teen driver safety continued as Governor Jon S. Corzine signed two new laws that stemmed from the recommendations of his Teen Driver Safety Study Commission. For its part, the MVC assumed responsibility for overseeing the implementation of Kyleigh's Law, which, as of May 1, 2010, will require motorists subject to the Graduated Driver License (GDL) to display a removable decal on the vehicle they operate. New Jersey is the first state in the country to implement this type of program for new drivers.

The MVC formed a project team to establish criteria for a Request for Proposal (RFP) and began a competitive bidding process to create the decals. Bids were accepted and upon final review will be awarded in

early 2010. The look of the decal envisioned by the MVC will consist of a Velcro-style, removable, highly visible, reflective piece with a size no bigger than one inch by one inch. A pair of decals, which the MVC will distribute with each permit issued, must be displayed on both the front and rear, upper left corner of the New Jersey license plate. Additional or replacement decals will be available for purchase at any MVC agency.

The MVC will begin distributing the decals to all GDL drivers beginning in April 2010 in preparation for the law, which will take effect in May 2010. In 2008, the MVC issued more than 236,000 of GDL permits and licenses. The MVC estimates that as many as 1.5 million decals will be distributed during the first year of the new law.

Driver Education Materials

Driver education is an issue to which the Motor Vehicle Commission (MVC) remains fully committed. In the last several years, the MVC has partnered with other state agencies and private organizations to help build greater awareness of teen driver safety, produce new and effective learning tools for drivers and pursue an expanded use of technology to educate customers.

In the face of necessary budget reductions, the MVC looked to the use of technology to provide driver education professionals with materials for their students. Following a survey of more than 300 driver education professionals throughout state, the MVC reduced the print quantities of New Jersey Driver Manuals that it ships annually to public and private schools.

To aid in reducing costs, the MVC created a CD-Rom with a variety of MVC publications embedded on it, including English and Spanish versions of the driver manual, English and Spanish versions of the 6 Point ID Verification brochure and videos and materials related to the MVC's NJ Inspections public education campaign. During the MVC's annual school supply shipment, each school received 60 printed driver manuals for in-class use and one CD-Rom and Parent Guide for each student. The move to CD-Rom format allowed the MVC to provide the same driver education materials to schools with an approximate savings of nearly \$140,000.

Safety



The MVC's decision to utilize both a printed driver manual and CD-Rom ensured that critical driver information would continue to be provided to driver education partners despite many of the cost reductions in state government. These days, young people rely on very different mediums to learn and find information than those of us did in the past. The Internet, with its many sources of information, along with other technological advances such as iPhones, iPods and Kindle, provides a wealth of opportunities to expand our outreach and ensure that thorough and accurate information is shared. Moving to a CD-Rom format as one such medium is another way the MVC is looking to the future of information sharing.

Motorcycle Safety

Having successfully managed the very popular New Jersey Motorcycle Safety Program since 2005, the MVC remains committed to motorcycle riders and their safety. From efforts to promote safety courses statewide to public education campaigns designed to ensure that motorists are safely sharing the road with riders, the MVC has had a tremendous impact.

One aspect of the MVC's program focused on providing publicly-funded motorcycle safety courses for both new and experienced riders in Sea Girt and Egg Harbor. Originally, the training courses were utilized as an "incubator program" to develop rider coaches and model effective training practices in an effort to ensure high standards. With the popularity of training courses growing in recent years, and the number of private for profit and not-for-profit providers expanding, the MVC held meetings with motorcycle safety stakeholders to discuss the future of the program. It was determined that the most efficient and effective way to maintain a successful program would be for the MVC to focus its resources on its core mission and defer training courses to the motorcycle safety experts throughout New Jersey.



With the popularity of motorcycle safety training growing in recent years, the goal of the MVC and its motorcycle stakeholders was to maintain a program that focuses resources on providing efficient and effective safety courses.



As of March 2009, the MVC's subsidized training courses in Sea Girt and Egg Harbor ended and equipment used to support the rider training courses was distributed to approved, private training providers. In May 2009 private training providers began offering safety courses at the Sea Girt and Egg Harbor facilities. By eliminating the subsidized training, the MVC is able to eliminate \$300,000 in direct expenses and leave the safety training market to private providers. Despite moving away from actual training, the MVC will continue to monitor training organizations, promote rider safety and work to encourage drivers to safely share the roadways with motorcycle riders.

To help the private providers ensure safety program's ongoing success, the MVC distributed 56 motorcycles for use at various training sites, which helped some of the providers to increase capacity. Grant funds from the National Highway Traffic Safety Administration – NHTSA (\$30,000) and the State Motorcycle Education Fund (\$30,000) were also utilized to purchase 20 new training motorcycles for six providers. The new equipment replaced training motorcycles that had reached the end of their useful life. The NHTSA funds also supported the annual awareness campaign during New Jersey Motorcycle Safety Awareness Month in April. The campaign is directed at motorists to alert them to safely share the road with riders.

Additionally, the MVC used the federal dollars to purchase 225 motorcycle safety education videos for high school driver education classes. The videos demonstrate intersection safety for drivers and riders, in addition to other techniques new drivers can use to prevent motorcycle conflicts.

Service

Throughout 2009, positive changes provided more efficient and productive methods of delivering core services to the motoring public.

Customer Information & Advocacy (CIA)

As an organization steeped in customer service, the MVC's most recognizable service outlet is the agency. However, other critical components of the MVC's efforts to serve its customers are its phone centers and correspondence teams. From the General Information to the Suspension/Surcharge hotlines to the Customer Advocacy Office, MVC customers rely on a variety of means to obtain information and assistance.

Given the importance of these units and the desire to ensure a cohesive and consistent information-sharing outlet, the MVC consolidated the various units in March 2009 to form a brand new Division

of Customer Information & Advocacy. The new unit encompasses the General Information (GI), Restorations/Suspensions (R&S) and Surcharge correspondence and call centers, the Customer Advocacy Office, Driver Management correspondence and the Central Fee/Refund Unit. In addition to improved communication among staff, the consolidation of the unit allows employees to be pooled and cross-trained in the required functions of the individual units.

Since the formation of the division, a comprehensive analysis was done in order to reduce busy signals, call wait times and abandon rates in the R&S Unit's phone queue. By combining some of the functions within the GI Unit, redirecting more complex calls to a separate skill group and discontinuing the practice of holding on the line while transferring calls, the division has

established a much more efficient call flow. This move also translated into virtually no busy signals, a decreased average speed of answer (ASA) and a lower abandon rate in the R&S queue.

As of November 2009, the ASA is down to six minutes as compared to 19 minutes in January 2009. The abandon rate is down 18 percent as compared to 52 percent in January 2009. On average, the R&S Unit handles 40,000 calls per month. A further restructuring of the CIA Division resulted in bringing the GI and R&S call centers together under one manager, which provided even greater consistency in processes and continued monitoring of overall call center operations.

To date, cross training has taken place in the Driver Management and Surcharge Correspondence Units, which receive an average of 900 letters per month. Due to attrition, there has been a backlog of correspondence in the Driver Management Unit.

On average, the CAO receives 2,500 letters and E-mails per month. The unit was also responsible for processing license plate surrenders, which equated to approximately 1,300 plates per month. Following an analysis of this surrender process a recommendation was made and accepted to transfer the process to a unit that routinely updates surrender data on the overall MVC system. As of November 2009, the plate surrender process has been





transferred to staff at the Trenton Regional Service Center, thus allowing the CAO to concentrate on its primary function of customer correspondence.

Expanding and Enhancing Service

From the use of the Web to agency enhancements the MVC has continued to introduce more efficient and productive methods of providing core services to the motoring public. Throughout 2009, the positive changes in service have been both large and small.

Decentralizing Services

In February 2009, facing eviction from its leased site on Route 23 in Wayne, the MVC expedited its plans and announced the decentralization of driver conference and walk-in services offered at the Regional Service Center location. While the move to make regional services more convenient was under consideration, the forced closure required the MVC to immediately develop a thorough plan that would bring services and personnel from one single location to six existing agencies in northern New Jersey and effectively communicate the change to its customers.

In a successful, phased approach, the MVC completed its decentralization by

the March 6 Wayne facility closing date and began offering the new services at more accessible locations in East Orange (Essex), Bayonne (Hudson) and Newton (Sussex). These openings were followed by Newark (Essex), Paterson (Passaic) and Wayne (Route 46 - Passaic) on March 16. The entire decentralization was completed without the need for new space or additional personnel.

Now MVC customers have the ability to schedule driver conferences or conduct transactions related to suspensions and surcharges at multiple, easily accessible locations. While plans are not definitive, discussions are underway for a similar decentralization for the three remaining Regional Service Centers in Eatontown, Trenton and West Deptford.

Historic Vehicle Plates

Additionally, the MVC remained consistent in its efforts to decentralize Trenton-only or Regional Service Center-based services moving historic vehicle plate (commonly known as QQ plates) availability from its East State Street headquarters to agencies in Eatontown (Monmouth), Manahawkin (Ocean), North Bergen (Hudson), Runnemede (Camden), Springfield (Union) and Wayne (Passaic). The move eliminated the need for historic vehicle owners to make a special trip to the MVC's Trenton Office Complex and provided an alternative to applying by mail, although mail processing remains an option.

Driver History Abstracts

Following the successful pilot of Certified Driver History Abstract sales at the Eatontown Agency, the MVC decentralized this transaction in October 2009 to all 43 MVC agencies around the state. Customers seeking to obtain their personal abstract can visit the MVC's Web site at www.njmvc.gov and download the application in advance to present at the agency along with the required \$15 fee. The MVC also offers a new brochure on the Web and at agencies that explains the information contained on a driver history abstract. Abstracts are most commonly used by motorists for employment opportunities, court cases and insurance-related issues.

Gender Declaration

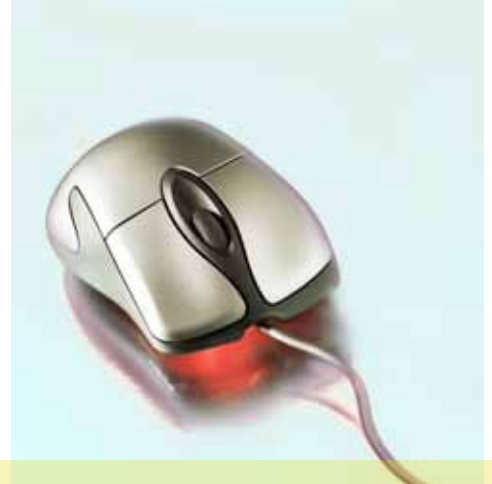
Working closely with the Gay, Bisexual, Lesbian, and Transgender (GBLT) community over many months, the MVC announced in April 2009 that customers who are preparing to undergo sexual reassignment would be permitted to change the gender status of their New Jersey Driver License to reflect the new gender that they have begun to identify with prior to surgery. The policy update reflected the understanding that sexual reassignment is an extended process for the transgender community.

During discussions, the MVC reexamined its policy on license gender markers and determined that it could amend it without

Service

Web-based Documents

To aid in supporting a quick and efficient visit to an agency for licensing and vehicle registration, the MVC expanded its Web-based documents for customers to prepare in advance of their visit. In 2009, the MVC added applications for vehicle and title registration searches and duplicate titles. The addition of these documents further enhances the MVC's ability to serve its customers.



negatively impacting the security measures already established under the Motor Vehicle Security & Customer Service Act, including 6 Point ID Verification. Under the policy update, a customer wishing to appropriately reflect his or her gender identity prior to surgery must formally submit a "Declaration of Change of Sex Designation" application, attesting to the gender that he or she considers himself/herself to be.

Prior to the policy update, customers who were in the process of undergoing sexual reassignment could not officially change the gender marker on their license until the process was complete. The MVC would only change the gender marker to reflect the appropriate gender upon the customer providing an amended birth certificate or submitting medical proof of sexual reassignment surgery. In a number of instances, an MVC customer presenting as the gender he or she was preparing to become had already undergone a legal name change, yet their birth certificate reflected the gender with which they no longer identified. A legal name change was not sufficient proof for a change in the gender marker.

Keeping Them Truckin'

Truckers traveling New Jersey highways received a boost from Web services as the MVC unveiled a new enhanced International Registration Plan (IRP) on its Business Web Portal. The new system, which went live in June 2009, allows

truckers to renew registration via the Web and offers electronic check and credit card payment options. During the first month of offering the new system, five percent of IRP transactions were submitted through the Web. By the end of 2009, this increased to 20 percent.

Expediting Cash for Clunkers

In an effort to support the federal government's successful Cash for Clunkers Program, the MVC implemented a priority process for handling registration history requests that provided reports while the customer waited. Requests for these types of reports dramatically increased as program participants were required to demonstrate proof of ownership of their "clunker" vehicles to dealerships. The MVC also shortened the turnaround time necessary to process the requests received by mail from two days to same day service. In the end, the MVC received 500 calls and processed 800 requests for registration history during the program's five week run.

Growing the Partnership

With the signing of the New Jersey Hero Act in July 2008, the MVC's existing partnership with the organ donation community grew to new heights as new methods to register as an organ donor and contribute financially to federally-approved, Organ Procurement Organizations (OPOs) were developed.

Working diligently over the last year, the MVC's IT staff, along with assistance from the state's Office of Information Technology (OIT), created an online, organ donor Web portal that went live on the MVC Web site on April 22 where individuals may obtain more information about organ and tissue donation and ultimately opt-in as a donor. The information submitted is made available in real-time to the OPOs through the MVC's Customer Abstract Information Request (CAIR) system. Since the Web portal was established 5,170 individuals have registered as organ donors.

In addition to becoming a donor, MVC customers now have the capability to financially donate online to the Organ & Tissue Awareness Education Fund via the www.njmvc.gov. This service, which went live in October 2009, provides donors with another outlet for contributing to the gift of life.



A W A R E

Acknowledging that the MVC is a diverse organization

Working together to embrace our differences

Accepting and understanding all cultures

Respecting the uniqueness of all MVC employees

Educating and enlightening through celebration

Investing in MVC Personnel

From the earliest days of the MVC, employee development and training has been one of the keys to the improved service levels experienced by customers. Building on an already service-focused repertoire of training courses, the MVC is continuing to make a strong investment in human resources.

In 2009, the Division of Human Resources' Office of Employee Development began offering a new course aimed at those employees who serve the public over the phone. Entitled Telephone Professionals: Moving Forward in the MVC, the course helps participants develop effective telephone techniques and ensures consistency of services that are in line with the MVC's vision, mission and core values. The course content is specific to the MVC and is participant-focused in a discussion format addressing actual issues that occur during daily interactions with internal and external customers.

The Division of Human Resources has also sought to foster a healthy and productive work environment through its newly established Diversity Awareness Program. The program celebrates the differences of all MVC employees, showcases creativity and unique talents and provides opportunities for employees to organize cultural and recreational events. The goal of this program is to make sure that MVC's workforce is A W A R E.

Managing a diverse workforce isn't always easy, especially when it comes to communication. Recently, the Division of Human Resources procured diversity awareness training from the Beyond Diversity Resource Center and required all managers and executives to attend. The training was an eye-opener for many who participated and offered a revealing look at the many issues within a diverse organization. The division is currently looking into the possibility of developing a similar program for multi-level employees.

Aiding the Dealership Community

Following the decision by the Chrysler Group to eliminate numerous dealer franchises around the country, the MVC's Division of Business & Government Operations moved quickly in June 2009 to implement a policy and procedure change to assist 60 of the 90 licensed, New Jersey Chrysler dealers affected by the decision. The move to aid these businesses, which are important to the state's economy, provided for an easy transition to another new car dealer license or to a used car dealer license. This change included a four month period for dealers to transition. By the end of the period, 11 dealerships had picked up other franchises, ten became used car dealers and none closed entirely.

Streamlining for Better Service

In April 2009, the MVC's Division of Business & Government Services implemented a new amber light permit and permitting process to aid government and business partners that use these types of lights for work purposes. The change allows utility company employees to now obtain permits for use with personal vehicles. To date, the MVC has issued 54 of these new permits. The change also simplifies the issuance process for government employees and contracted consultants requiring permits. At the same time the MVC simplified the process for the issuance of these permits to government employees and consultants working on government contracts.

Security

Each day personnel work diligently at maintaining the high level of security that has been established since the formation of the MVC.

Next Generation Licenses

Efforts to move New Jersey to the next generation of Digital Driver License (DDL) continued throughout 2009. The MVC's present contract with vendor Digimarc/L-1 expires in April 2010. Ensuring a six-month transition period is critical for the MVC to prepare all 43 agency locations by October 2010 for the implementation of the new Enhanced Digital Driver License (EDDL) contract.

Working together, a team of inter-agency professionals developed a Request for Proposal (RFP) for EDDL, which was published in September 2008. The MVC, in conjunction with the Department of the Treasury's Division of Purchase & Property anticipates a contract award in early 2010.

With the new EDDL, the MVC will gain a wealth of opportunities to further enhance security and improve customer service. The new contract, coupled with the document management and Motor Vehicle Automated Transaction (MATRX) System implementation, will bring the state closer to a central issuance process, greater customer identity verification capabilities and the ability to further streamline the licensing process and maintain reduced wait times.

Essentially, EDDL will provide the following enhancements:

- » Complete replacement of equipment (Servers and Image Capture Workstations) due to an end of life expiration. This will aid in reducing the state's maintenance and support cost, which

increase over time due to worn out, obsolete equipment.

- » Increased Service Level Agreements will be put in place to ensure vendor accountability for outages.
- » New Image Capture Software Application that allows upgrade ability to Windows Vista and Windows 7 Operating Systems.
- » New Inventory Management Application allowing better accountability for consumables.
- » Increased Card Security features allowing the new card to be Real ID and/or Pass ID Compliant.
- » Potential installation of a new real time "Facial Recognition System" that would significantly decrease fraudulent licenses.

Left to right:

Provisional, Graduated and Adult driver licenses with security features for greater customer identity verification capabilities.





- » A new system that would provide easy integration with the MVC's new MATRIX System.
- » Potential installation of a Central Print Facility that would allow customers to renew their driver licenses over the Web, only requiring them to come to an agency once every eight years to update their digital image.

Law Enforcement Agency Security Enhancement (LEASE) Program

The LEASE Program continues to provide a wealth of security benefits to the MVC and its agencies presently covered by the program. New to the LEASE Program in 2008 was the beginning of a partnership with Protection Plus, a private security firm that now provides staffing at the Vineland (Cumberland), Bakers Basin (Mercer) and Flemington (Hunterdon), Randolph (Morris), Morristown (Morris), Rio Grande (Cape May), Lakewood (Ocean), and Edison (Middlesex) agencies. The decision to utilize the private firm at these particular locations was made after local and county law enforcement declined to participate in the LEASE Program. Also joining the LEASE Program in 2009 were the police departments of the City of Trenton and Freehold Township who now patrol the agencies in their communities.

Representatives from the MVC's Division of Security, Investigations and Internal Audit are also working with South Plainfield officials in an effort to reach an agreement for the local police department to patrol the agency on Oak Tree Avenue. With South Plainfield the MVC will have all 43 of its agencies covered.

Fraud Prevention

Building on its efforts to prevent fraud and abuse, the MVC unveiled a new security enhanced-license plate that went into circulation in September 2009. The new plate features the Ensure Virtual Security Thread (VST). VST consists of two sinusoidal waves that run vertically in the center of the license plate. The security thread is visible in both daylight and retro-reflected light at night. The VST feature makes it much more difficult to create a convincing counterfeit plate.



Virtual Security Thread

The two sinusoidal waves feature that runs vertically in the center of the license plate makes it much more difficult to create a convincing counterfeit plate.

Security

Stopping Criminal Activity

The last year has been extremely busy for personnel of the Division of Security, Investigations and Internal Audit and Business & Government Operations. Each day these units work diligently in maintaining the high level of security and standards that have been implemented since the formation of the MVC. Some of the security highlights of 2009 include a number of major cases around the state.

Stolen Vehicle Scheme

Alertness and close attention to detail led a Paterson Agency clerk to catch alleged criminal activity that eventually led to a 25-count indictment of a Hackettstown man on June 8. The individual faces more than 10 years in prison and over \$150,000 in fines in relation to registering a stolen vehicle valued at more than \$80,000. Upon receiving the clerk's tip, the Division of Security, Investigations and Internal Audit began a 12-month, joint investigation with the Passaic County Sheriff's Office, City of Paterson Police, Office of the Insurance Fraud Prosecutor and the National Insurance Crime Bureau, which uncovered a counterfeit title scheme involving eight stolen vehicles from New York. The investigation, which led to the June 2009 indictment of the individual, also led to the recovery of all eight stolen vehicles valued at \$400,000.

Driver License Fraud by an MVC employee

An employee of the MVC conspired with others who were not employed by the agency to issue a driver license to a person not entitled to the license. The MVC employee entered the MVC database and produced a genuine State of New Jersey Digital Driver License, which was in turn sold to the person purporting to be a customer. This was done after payment was made to the employee and his/her co-conspirators. Following a thorough, cooperative investigation by the MVC and the New Jersey Division of Criminal Justice, all of the persons involved in the incident were arrested and charged with second degree crimes which, if convicted, are punishable by incarceration. The case is presently being prosecuted by the Office of the Attorney General.

Protecting the Consumer

Following the Division of Business & Government Services' investigation of unlicensed auto body shops operating in New Jersey, the findings led to citations of 280 illegal shops of which 90 opted to adhere to state law and license their business with the MVC. The remaining shops were closed. The move to eliminate unlicensed body shops is a demonstration of the MVC's efforts to protect consumers that may become victims of unregulated business.

The division also sought to close a loophole related to auto dealer interaction with auction houses. In January 2009, a process was put into place to notify auction houses when a motor vehicle dealer's license is suspended. This move prevents disreputable dealers from doing business without a valid license, which in the end hurts consumers and the business community.

The move to eliminate unlicensed body shops is a demonstration of the MVC's efforts to protect consumers that may become victims to unregulated business.



Sustainability

Focusing on customer service and security allows the MVC to deliver the best in motor vehicle services.

Fee Adjustment for Financial Stability

Since the formation of the New Jersey Motor Vehicle Commission (MVC) in 2003, the organization has remained focused on its top priorities: Security, Safety and Customer Service. As the public face of government, the MVC strictly adheres to the belief that it must be a wise steward of taxpayer dollars while delivering the highest level of service to the citizens of New Jersey. Each service delivered must demonstrate that MVC customers are getting the most value for each dollar spent.

Fiscal responsibility and smart business practices have been the hallmarks of the MVC's transformation of motor vehicle services. An important part of this record of prudent financial management, and most basic, has been the MVC's effort to ensure that it covers the cost of doing business.

Not all New Jersey citizens require each of the services offered by the MVC. Because of this, it is incumbent upon the MVC to make certain that it avoids an across the board charge for all services to the entire state population. Through a proper review of its cost of services, the MVC has sought to prevent the need to fund its operations through an increase in overall state funding by ensuring that each service transaction charge is properly calculated to cover the cost of the service provided.

To achieve this financial balance in 2009, the MVC relied upon the 2008 work of an internal Service Charge team that developed a methodology to define and crystallize a standard for the establishment and ongoing evaluation of motor vehicle transactional costs of service. The methodology utilizes appropriated organizational budget dollars, internal resources, existing workflow processes, as well as many other standardized factors to capture all service charges administered by the MVC. Essentially, the methodology calculates a cost per person, per minute, per transaction. With a base transaction cost established, the Consumer Price Index (CPI) inflation can be calculated from each fee's last change to the present day, as well as forecast the five-year inflation rate.

With the methodology in place and authority granted under the 2008 MVC Forward law, the MVC developed a regulatory proposal to adjust 38 specific fees designed to cover the costs of the particular transactions. Adjustments included in the proposal were the motorcycle registration fee (unchanged since the late 1960s), Commercial Driver License Permit fee, Driver Improvement class fees, vehicle title fees, lien search fees and fees for certified copies of various motor vehicle documents. The fee adjustment proposal was introduced at the December 2008 meeting of the MVC board and opened for 60-day, public comment in February 2009.

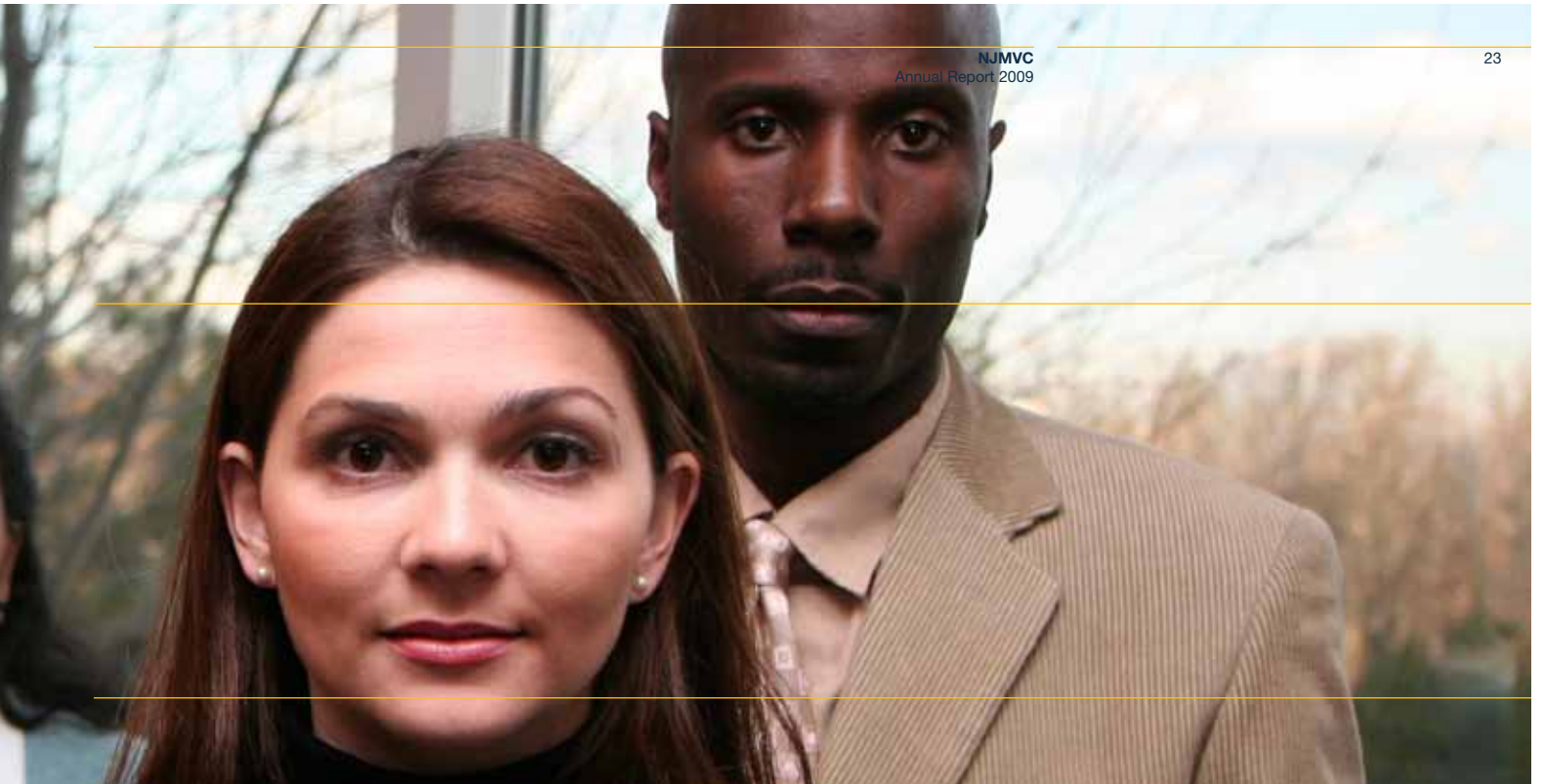
Following an open and public process, and after careful consideration by the MVC board, the fee adjustment proposal was adopted in May 2009. The new fees took effect in July 2009. Under state law, these 38 specific fees cannot be considered for adjustment again until 2014 and even then, they may only be adjusted based on the Consumer Price Index.

Physical Infrastructure Investments

The year 2009 was one of tremendous achievement in the area of facilities management. With a very busy schedule, the facilities team executed critical projects outlined within the MVC's Facilities Master Plan, reducing costs and replacing antiquated sites with more modern, customer-friendly locations. In all cases, these positive infrastructure investments were funded by a bond included in the Motor Vehicle Security & Customer Service Act of 2003.

Prototype Model Agency Openings

The MVC opened two of the first prototype model agencies in the history of motor vehicle services in Freehold (January) and Flemington (August). The new, modernized agencies were built from the ground up on state-owned land adjacent to vehicle inspection stations, allowing the



MVC to eliminate leased agencies in these communities for an estimated savings of \$155,000 annually. The ADA-compliant agencies feature improved customer and staff amenities and provide the ideal set up for efficient service. Expanded customer service counters, Digital Driver License stations and expanded parking are just a few of the improvements. The Freehold Agency (9,250 sq. ft.) also has additional room for regional employee training and public driver improvement classes. The Flemington Agency offers 7,000 square feet of operational space as compared to the previous leased facility, which provided a much more inefficient 1,900 square feet of space.

Most impressive of the new prototype agency design is the inclusion of money-saving green features, such as sensor-

controlled light and water fixtures, light-reflective roofing, recycled flooring material and a front window wall to provide more natural light. Combined the features can potentially reduce energy costs by up to 50 percent and maintenance costs by 30 to 40 percent.

Prototype Model Agency Construction

Throughout 2009, construction began on prototype model agencies in the communities of South Brunswick (Middlesex), Randolph (Morris), Rahway (Union) and Lodi (Bergen). Upon completion, all projects will feature the successful, modernized agency design of the facilities opened in Freehold and Flemington.

The South Brunswick project, which began in February 2009, is situated adjacent to the South Brunswick Inspection Station on Route 130 and is slated for a spring 2010 opening. The 7,000 sq. ft. facility will eliminate the need to maintain the leased agency in East Brunswick providing an annual savings of nearly \$118,000.

The new 9,250 square foot Randolph Agency is under construction just off Route 10. It is located adjacent to the Randolph Inspection Station and Driver Testing Center. The project, which began in August 2009, is slated for summer of 2010 opening and will replace the leased site of the current Randolph Agency for an annual savings of more than \$96,000. The new Randolph Agency, like the existing Freehold Agency, will have additional room for regional employee training and public driver improvement classes.

With the start of the Rahway Agency project in August 2009, the MVC began a phased project scheduled for completion in spring 2011. Building on the site of the existing Rahway Agency property, the project includes the 9,250 square foot prototype agency, along with the construction of a Road Test Field House and an Inspection Station Office. The agency will be completed in early fall 2010 and provide additional room for regional employee training and public driver improvement classes. Once opened, the old, functionally obsolete, 1950s-era Rahway Agency will be demolished and work will begin on the



Sustainability



Agency Renovations

In addition to the renovations associated with the closing of the Wayne Regional Service Center, the MVC also managed renovation projects in two additional agencies. In Salem County, the MVC joined other government agencies in relocating to the historic Finlaw Building in downtown Salem. The new, 6,000 square foot agency opened to the public in May 2009.

The MVC's other major renovation project involved the fire-damaged Toms River Agency at Village Square Plaza on Hooper Avenue. Facing extensive smoke damage due to a fire in an adjacent space in early 2009, the agency was closed for four months while renovations were conducted to repair the site. Throughout the closure nearby agencies in Manahawkin and Lakewood successfully managed the customer volume that would have normally been handled by the Toms River Agency. The renovated Ocean County agency reopened to the public in May 2009.

other two buildings. Each will be completed by spring 2011.

Like its sister project in Rahway, the new Lodi Agency will be located on the same property as the existing agency. With phased construction, the new 9,250 square foot agency will open in early fall 2010, followed by the demolition of the existing agency. The new agency will have additional room for regional employee training and public driver improvement classes. Construction of a Road Test Field House and an Inspection Station Office will be completed by spring 2011.

Wayne Regional Service Center Closure

After nearly a year of maintaining a month-to-month lease, the MVC could not come to terms with the property's landlord and was evicted from its Route 23 location. The eviction prompted the need for Facilities staff to prepare for the decentralization of services to six agency locations, along with the transfer of 70 employees to these sites. Work included agency renovations, relocation of equipment and materials and clean up of the Route 23 site prior to vacating the premises by March 2009. In addition to the benefit of decentralized services (see page 15), the closing of the Wayne Regional Service Center allowed the MVC to eliminate one of its most expensive leases (more than \$800,000 annually).

Technological Infrastructure Investments

MATRX – Motor Vehicle Automated Transaction System

Since the August 2008 award of the MVC's nearly \$51 million investment to overhaul its 30-year-old core computer system, great progress has been made in building and testing much of the foundation technology to be used by MATRX. With project vendor Saber Corporation ensuring that there is a continuous flow of transactional information between MATRX and the existing Comprehensive (Comp) System, the MVC will have the capability to roll out individual MATRX business solutions in an incremental manner while maintaining full, uninterrupted service to our customers.

In MATRX Release 1, scheduled for June 2010, MVC agencies will begin to digitally scan license applications, registration applications and agency universal receipts as part of the Content Management function. The initiation of document scanning in the Release 1 is the first step in supporting the Paper Reduction Pilot Program (see page 26) designed to eliminate the storage and the processing of approximately 10 million paper documents annually. Additionally, Identity Management will be introduced in Release 1, which will allow each employee a single sign-on for all MATRX functions.

Future releases of MATRX will include the functions related to Third Party Information, Vehicle, Title and Registration, Driver Licenses, Driver History and Business Licensing Services. Also to be included is an increase in the number of scanned documents such as the six points of identification for the Digital Driver License.

Once fully implemented, MATRX will provide the MVC the opportunity to continue offering efficient, customer focused services for several decades to come. Customers statewide will benefit from this important technology investment. From online forms available to be pre-filled out prior to printing to agency customer receipts noting transactions conducted and their associated costs, MATRX will bring about more secure and efficient changes to motor vehicle services.

Business customers will also see a greater service advantage with MATRX as processes will be more streamlined and daily work will involve less paperwork. Dealerships, for instance, will be able to enter information directly into the MVC system with secure validation, eliminating paper and saving valuable time. The improved tracking of dealership information will also aid the customer who can have confidence that the vehicle they purchase is properly titled and lien free.

The MVC itself will even gain greater capabilities as MVC staff will soon swipe a customer's driver license for information

DARTSS

Overall, one of the most important features to be gained from this technological infrastructure investment is its reliability.

to conduct a transaction, thereby reducing processing time and preventing the opportunity for a customer to commit fraud.

Driver Testing Overhaul

With the July 2009 kick off of the Driver and Road Test Scoring System (DARTSS) project, the MVC began the long-awaited overhaul of its 20-year-old Automated Driver License Testing (ADLT) system. Prone to glitches and viruses, lacking connectivity, consistent in its service disruption and an inability to be upgraded due to its age, the ADLT system has hindered the MVC's ability to bring driver testing into the 21st Century.

Following a competitive bidding process, the MVC awarded the \$4 million dollar DARTSS project to New Jersey Business

Systems of Robbinsville (Mercer) and L1 Identity Solutions of Billerica, Massachusetts. With DARTSS, the MVC gains a Web-based solution that will provide for greater flexibility, security and improved efficiency for the knowledge (written) and skill (road) portions of the licensing test.

With implementation expected to run through late spring 2010, DARTSS will introduce a new system that integrates real-time information sharing with a more efficient mechanism for capturing data along with the inclusion of a fraud prevention system and a more user-friendly testing method. Utilizing new PCs networked with centralized access, MVC personnel will have better management capability over the knowledge test. The testing process will include a number of

security features that will assist the MVC in preventing cheating and fraud, including but not limited to randomized tests.

With the road portion of the test, DARTSS will introduce Global Positioning System (GPS) vehicle tracking to prevent fraud, as well as the use of lightweight PC tablets by examiners administering the test. With the PC tablets, the administrative aspect of the testing process becomes fully automated whereby allowing all information entered into the PC tablet to be transmitted real-time to MVC's core computer system by a wireless connection. This improvement ensures accuracy and helps to bring greater efficiency to the testing process. The MVC may also experience a reduction in labor costs for this specific work function since the employee administering the test and posting results to the system will be one and the same.



Sustainability



Document Management – Reducing the Paper

In February 2009, the MVC's Paper Reduction Pilot Program (Proof of Concept) was implemented to address one specific document management problem throughout the organization – the management and retention of driver license and vehicle registration applications. The MVC undertook the pilot to prove the feasibility of the distributed scanning at the point of service and to gain operational insight.

With approval from Department of Treasury's Archival and Records Management Systems (ARMS) Committee and the Office of Information Technology (OIT) and an arrangement with the Division of Revenue (DOR) to host the FileNet system that would serve as a repository through an electronic image capture process, the MVC launched the pilot at the Hazlet Agency in Monmouth County. Hazlet was chosen as the pilot site because it is representative of a modernized agency and has moderate customer traffic.

Following an eight-month-long period, the Paper Reduction Pilot was found to be a success. The pilot demonstrated a strong benefit to scanning driver license and registration applications at the point of origin in case information accuracy is in question or there is a need to immediately retrieve the data to resolve a customer inquiry. The pilot also met the business

objectives of the MVC by proving that point of origin document scanning is possible.

Due to the success of the pilot, the MVC decided to continue it past the planned completion date of April 2009, which has yielded valuable data that will aid in the statewide implementation of scanning. The extension of the pilot also provided ample opportunity to address several challenges discovered during the pilot period prior to full implementation.

With the Paper Reduction Pilot complete as of October 2009 and proof as a viable field technology, the MVC's MATRX sub-vendor, HP (Hewlett Packard), has taken development ownership of the document management applications and technology rollout. HP will improve the IBM-developed scanning application with a custom written application that addresses all the original requirements and solves the remaining issues. This application will scan the driver license and registration applications, along with the point-of-service receipt at the time of service at all MVC agency counters. These next steps will be incorporated into MATRX Release 1 in June 2010.

As MATRX is rolled out over the next several years, the driver license and registration application process will be redesigned to allow the customer to render a digital signature for the application. From that point, all transactions and acknowledgments will then be stored as an historical electronic document (TIFF,

PDF, etc.) allowing the MVC to eliminate over 70 percent of the scanning presently performed for routine transactions (approximately 20 million pages per year).

Other future scanning to be performed at agency customer service counters include supporting documentation related to the vehicle titling process such as the Manufacturer's Statement of Origin (MSOs), old titles from the sale of vehicles, incoming titles from another state and affidavits of odometer readings. Supporting documentation related to a customer's proof of identity (6 Point ID Verification) and residence will be scanned in the customer waiting area of the agency. Such documents may include birth certificates, marriage licenses, passports and utility bills.

Scanning during later MATRX phases will include supporting documentation for transactions related to Business Licensing, correspondence management and Driver Review.

In addition to the operational and security benefits that these document management improvements provide, they also well prepare New Jersey for compliance with the federal PASS ID Act (formerly REAL ID). The proposed act mandates certain retention requirements for personal documentation used during the driver licensing process.

Some of the key findings during
the Paper Reduction Pilot Program were:

- » The quality control step of the capture process allowed agency employees to catch errors and/or missing information on applications while the customer was still present.
- » FileNet Workplace is a valuable tool that allows instant retrieval of scanned documents, which is helpful in resolving customer issues brought to the Agency Manager.
- » Point of Origin document scanning is fundamental to a complete Document Management solution and critical to the MATRX project.

Fast Facts

Production data

Total number of licensed drivers	5,500,932
Total number of registered vehicles	4,993,098
Number of DDL issued	1,500,955
Number of DDL issued/weekday	30,552
Number of DDL issued/Saturday	4,151
Number of centralized initial inspections/re-inspections	2,444,216
Number of private initial inspections/re-inspections	578,517
Number of titles issued	1,911,525
Number of special titles issued	41,398
Number of agency transactions	8,627,974
Number of calls received (Inquiries Answered)	1,356,765
Number of documents handled by mail room	12,789,578
Suspension Orders Issued (Administrative, Courts, UMS)	647,809

MVC POINTS OF SERVICE

Total number of motor vehicle agencies	43
Total number of regional centers: full/mini	3/6
Total number of centralized inspection stations/lanes	29/123
Total number of driver testing centers	32 (20 inside; 6 roadside; 6 both)
Total number of DDL workstations statewide	152
Number of visits to MVC website	10,689,331
Number of registrations renewed on-line (Web=1,027,609 IVR=52,780)	1,080,389
Total number of MVC forms available online for download	76

Arrest Data



LOCATION	CUSTOMERS	EMPLOYEES	BROKERS
Bakers Basin	5		
Bayonne	4		
Bridgeton	6		
Camden	61		
Cardiff	11		
Cherry Hill	7		
East Brunswick	6		
East Orange	23	1	
Eatontown	22		
Edison		1	3
Elizabeth	2		
Flemington	1		
Freehold	1		
Haddon Heights			
Hazlet	10		
Irvington			
Jersey City	7	2	1
Lakewood	16		
Lodi	4		
Manahawkin	4		
Medford			
Morristown	3		
Mt. Holly	5		
Newark	11		
Newton	1		
North Bergen	7	1	
Oakland	10		
Paterson	13		
Rahway	16		
Randolph	1		
Rio Grande	5		
Runnemede	9		
Salem	5		
Somerville	7		
South Plainfield	1		
Springfield	5		
Toms River	13		
Trenton RSC	3		
Trenton TOC	15	4	1
Turnersville	15	1	
Vineland	7		
Wallington	3	1	
Washington	5		
Wayne 46	7	2	
Wayne RSC	1		
West Deptford RSC	22		
Wycoff	1		
Law Enforcement Assist	4		
Lease Officer		1	
Misc./Various Agencies	27		
Parsons		1	
Totals	415	15	5

Locations



Regional Service Centers

Regional Service Centers in Trenton, Eatontown and West Deptford offer the following services:

All the services of an MVC Agency, including titles, registration, licenses, commercial licenses, non-driver IDs, permits and more

Scheduled driver conferences and assistance for walk-in applicants who have questions about their driving records, points or the insurance surcharge system

Vision and knowledge tests. Road tests can be scheduled at the centers, but will be performed at the road test facilities.

Agencies

Agencies offer services including titles, registration, licenses, non-driver IDs, permits, certified five-year driver history abstracts and more. Walk-in and scheduled driver conference services are offered at select agency locations.

Driver Testing Centers

Driver Testing Centers offer vision and knowledge tests. Road tests can be scheduled at the centers, but will be performed at the road test facilities.

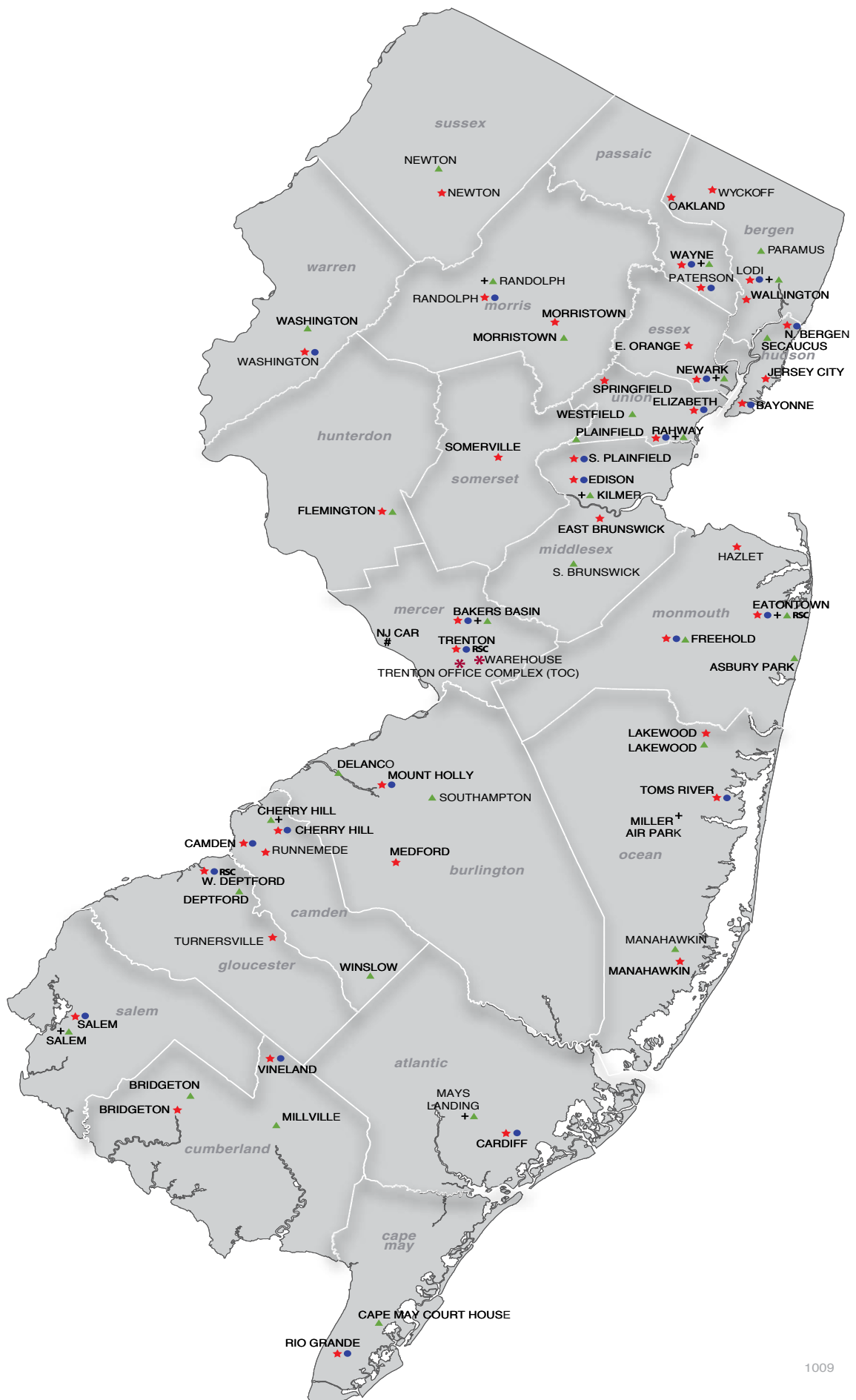
Road Test Facilities

Before taking a road test, you must pass the MVC's vision and knowledge tests which are offered at any Driver Testing Center or Regional Service Center.

State Inspection Stations

The MVC offers state inspection stations where you can have your vehicles inspected.

- ★ Agency
- Driver Testing Center
- ✚ Road Test Site
- ▲ Vehicle Inspection Facility
- * Trenton Office Complex (TOC) / Warehouse
- # NJ Car - Dealers Only
- RSC** Regional Service Center



Financials

Annual Budget

For fiscal year ending June 30, 2010*

RESOURCES	
Reappropriation	
Surplus Adjustment ¹	\$33,220,000
Operating Resources	
MVC Base Budget	\$258,500,000
Security Surcharge (\$7)	43,197,000
Digital Driver License Fee (\$6)	11,468,000
Sub-Total Operating Resources	\$313,165,000
Dedicated Resources	
Commercial Vehicle Enforcement Fund	\$10,279,000
Commercial Bus Inspections	715,000
School Bus Inspections	1,342,000
Motorcycle Safety Education Fund	560,000
Security Responsibility	16,850,000
Sub-Total Dedicated Resources	\$29,746,000
Bond Fund	
Bond Fund Reappropriation ²	\$14,018,309
Bond Fund Interest	1,500,000
Sub-Total Bond Fund	\$15,518,309
Grant Funds	
Prior Year Grant Award Balances	\$7,661,701
Grants (Federal & State Match)	3,193,260
Sub-Total Grant Funds	\$10,854,961
Total Resources	\$402,504,270
OPERATING EXPENDITURES	
Salaries & Fringe	\$147,737,000
Materials and Supplies	12,017,000
Services Other Than Personal	49,742,000
Parsons Inspection Contract	55,000,000
Maintenance and Fixed Charges	8,653,000
Claims & Indirect	500,000
Additions, Improvements, Equipment	13,049,000
Total Operating Expenditures	\$286,698,000
OTHER FUND SUPPORTED EXPENDITURES	
Commercial Vehicle Enforcement Fund	\$3,397,000
Commercial Bus	2,238,000
School Bus	5,653,000
Motorcycle Safety Education Fund	456,000
Security Responsibility Fund	16,850,000
Subtotal Other Expenditures	\$28,594,000
MVC TRUST FUND CAPITAL PROJECTS	
Infrastructure	\$0
Systems and Applications	3,970,000
eMVC	0
Supporting Technologies and Process	0
Facilities	8,200,000
Other	0
Subtotal MVC Trust Fund Capital Projects	\$12,170,000
Grant Award Expenditures	\$4,772,000
State Budget Contributions ³	\$60,839,000
Total Expenditures	\$393,073,000
TOTAL RESOURCES: ALL FUNDS	\$402,540,270
TOTAL EXPENDITURES: ALL FUNDS	\$393,073,000
SURPLUS / (DEFICIT): ALL FUNDS	\$9,431,270

* Budget amounts are as of November, 2009

¹ Surplus Adjustment excludes prior year grant balances and bond fund reappropriations. The FY 2010 Surplus Adjustment is as of the FY 2009 Close-Out Report, plus anticipated cancellations of prior year purchase order balances and FY2010 expenditure reductions.

² Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years.

³ State Budget Contributions are those funds made available through expenditure reductions as directed through budget language or a Department of the Treasury request to help close the State's budget deficit.

Proposed Annual Budget

For fiscal year ending June 30, 2011*

RESOURCES	
Reappropriation	
Surplus Adjustment ¹	\$0
Operating Resources	
MVC Base Budget	\$262,500,000
Security Surcharge (\$7)	42,611,000
Digital Driver License Fee (\$6)	14,435,000
Sub-Total Operating Resources	\$319,546,000
Dedicated Resources	
Commercial Vehicle Enforcement Fund	\$10,279,000
Commercial Bus Inspections	708,000
School Bus Inspections	1,327,000
Motorcycle Safety Education Fund	500,000
Security Responsibility	16,850,000
Sub-Total Dedicated Resources	\$29,664,000
Bond Fund	
Bond Fund Reappropriation ²	\$3,348,309
Bond Fund Interest	795,000
Sub-Total Bond Fund	\$4,143,309
Grant Funds	
Prior Year Grant Award Balances	\$6,082,961
Grants (Federal & State Match)	3,048,673
Sub-Total Grant Funds	\$9,131,634
Total Resources	\$362,484,943
OPERATING EXPENDITURES	
Salaries & Fringe	\$151,783,000
Materials and Supplies	13,798,000
Services Other Than Personal	40,879,000
Parsons Inspection Contract	52,306,000
Maintenance and Fixed Charges	7,484,000
Claims & Indirect	500,000
Additions, Improvements, Equipment	8,541,000
Total Operating Expenditures	\$275,291,000
OTHER FUND SUPPORTED EXPENDITURES	
Commercial Vehicle Enforcement Fund	\$3,439,000
Commercial Bus	2,413,000
School Bus	7,025,000
Motorcycle Safety Education Fund	499,000
Security Responsibility Fund	16,850,000
Subtotal Other Expenditures	\$30,226,000
MVC TRUST FUND CAPITAL PROJECTS	
Infrastructure	\$0
Systems and Applications	0
eMVC	0
Supporting Technologies and Process	0
Facilities	0
Other	0
Subtotal MVC Trust Fund Capital Projects	\$0
Grant Award Expenditures	\$3,501,373
State Budget Contributions ³	\$40,839,000
Total Expenditures	\$349,857,373
TOTAL RESOURCES: ALL FUNDS	\$362,484,943
TOTAL EXPENDITURES: ALL FUNDS	\$349,857,373
SURPLUS / (DEFICIT): ALL FUNDS	\$12,627,570

* Budget amounts are as of November, 2009

¹ Surplus Adjustment excludes prior year grant balances and bond fund reappropriations.

² Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years.

³ State Budget Contributions are those funds made available through expenditure reductions as directed through budget language or a Department of the Treasury request to help close the State's budget deficit.

In Memoriam



Remembering those who served the MVC

Linda Amidon CSR 4

Amanda Castor SSR 3

Sandra Cowgill CSR 4

James Dohm Examination Technician

Marcia Franceschetti CSR 4

Susan Garofalo Safety Specialist 1

Samuel Latini CSR 4

Rosetta McClellan CSIS 2

Mary Meadows SSR 2

Susan Stone CSR 2

Eling Tang Senior Technician

Stephen Torres Coordinator



Commission Board Members

Laurette K. Asante, Public Member
Scott L. Kisch, Public Member
Walter S. Orcutt, Public Member
Stephen S. Scaturro, Public Member
Paula T. Dow, Acting Attorney General
Andrew P. Sidamon-Eristoff, Acting State Treasurer
Jim Simpson, Acting NJDOT Commissioner
Shawn B. Sheekey, Acting Chief Administrator



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