

Minutes by Commission Secretary John G. Donnelly of actions taken at the Open Session of the annual reorganization meeting of the New Jersey Motor Vehicle Commission (MVC) Board held at Floor 8E, Motor Vehicle Commission Headquarters, 225 East State Street, Trenton, New Jersey on Tuesday, February 17, 2009.

Present:

Sharon Anne Harrington, Chair
Laurette K. Asante, Board Member (By Phone)
Stephen S. Scaturro, Vice Chair
John Fuller, Assistant Commissioner, Transportation Designee
Amy E. Melick, D.A.G., Alternate Attorney General Designee
David Patella, Alternate Treasury Designee

Chair Sharon Anne Harrington convened the Open Session at 10:02 a.m. in accordance with the Open Public Meetings Act.

The Chair then presented the Chair's Report with these highlights since the December 23, 2008 meeting:

- Welcome to everyone and Happy New Year to those who we haven't seen since the start of 2009
- Since our last short, but successful meeting, MVC staff continues to be very busy

Budget

- I'm sure we're all aware of our state's all-around precarious budget situation that, in turn, affects the MVC and how it functions
- During the most recent fiscal years, the MVC has pledged its assistance to help remedy this situation
- We have sought reductions, increased efficiencies, recommended potential revenue sources and heeded the call of "Do more with less"
- I can confidently say that our staff has done more with less
 - And they have maintained the MVC's progress and kept us moving in the right direction
- This is no small feat given the current budget and staffing crisis we're now enduring
- An even more sobering budget season is now upon us
- In planning for FY 2010, the MVC, like all state agencies, was asked to produce a 20 percent reduction, which is essentially a \$40 million cut from our budget
- The reality is that "doing more with less" will be centered on "even less" in the coming fiscal year

- But I am confident in our workforce who, time and time again, has demonstrated its commitment
- It is because of this commitment that the MVC's most high profile and significant projects have moved forward.
 - MATRX – Overhauling our outdated Comp System
 - DARTSS – Revamping our driver testing system
 - EDDL – Bringing the next generation of security-enhanced licenses
 - Model Agency – Putting forth the greatest customer service enhancement in years.
- These projects are proof that a strong workforce is absolutely critical to success
- To ensure that this success continues, the MVC has taken a number of steps to address the issue of limited human and financial resources
- Our executive management team worked diligently over many months to develop a plan to confront the many challenges the MVC faces
- One part of this plan is an internal realignment that we are presently finalizing
 - We have taken another comprehensive look at our operations and will make a number of moves that we believe will allow us to be an even more efficient organization
 - By March 1, we hope to complete our realignment
 - Internally we will see the difference, while externally, our customers will witness nothing more than a seamless transition
- In addition to the internal realignment, we have also developed an ambitious workforce development plan that I believe will allow us to become even more effective operationally
- The plan contains numerous changes that have taken into account the future of the MVC, including some very positive civil service title updates
- Our Division of Human Resources is the driving force behind the professional development of employees, which is critical to the ongoing success of the MVC
- Over the last year, HR has led an effort to create a more flexible and adaptable workforce
- Through detailed analysis and planning, HR, in partnership with the Department of Personnel, has created a plan that enables career paths for MVC employees and, at the same time, accomplishes the goal of flexibility
- Other parts of our overall plan involve the reassignment of professional and administrative staff to better manage the daily responsibilities of our organization
- The moves will greatly help us to address the staffing limitations and, on a positive note, can be done without any new hiring
- I discussed our plans with the State Treasurer and the Department of Personnel

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- They are presently under review and we await a response so that we may determine how to proceed
- I must emphasize that the reason for our internal realignment, the workforce development and other operational changes is simply to continue our progress
 - The MVC has come too far to turn back now
- We have proven to the citizens of New Jersey that government can work and be effective
- We have seen and heard the positive comments from the media and, more importantly, from our customers around the state
- I have every intention to do what I can as Chief Administrator to keep this progress going and ensure that we remain a sustainable organization
- And with that, I'd like to highlight some of our ongoing progress that I did not have the opportunity to share at our last meeting

Spanish Driver Manual

- State Senator Teresa Ruiz joined me for a celebration of Hispanic Heritage Month as we unveiled our new Spanish-language version of our revamped NJ Driver Manual last October
- We had the opportunity to once again highlight the many positive changes in the manual as well as the variety of publications and information we offer to the Spanish-speaking community

Probationary Driver Program

- I was invited to speak to students about teen driver issues at Freehold Regional High School late last year
- I took the opportunity to unveil the MVC's completely overhauled Probationary Driver Program, which is designed to educate new drivers who may have hit their first bump in the road
- A team consisting of staff from our Division of Compliance & Safety and the Office of Employee Development worked for a year to revamp the outdated 20-year-old program and its curriculum
 - This consisted of everything from identifying information inconsistencies and developing a new program manual to introducing a more interactive, discussion-oriented style to the classroom experience.
- One new portion of the PDP is the partnership with Project Lundy, a peer to peer education group that was formed in memory of a classmate who died in a 2007 crash in Freehold
- The Project Lundy participants are part of a video presentation shown during PDP classes
 - Several of the students from the video were in attendance the day of my appearance
- Already we've started to see an increase in the number of new drivers coming through the PDP
 - This was due to AG Milgram's September directive on plea bargains for GDL drivers

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- No pleas to “no point” offenses for GDL drivers

POS

- Last November, we announced the completion of our Point of Service rollout – modern cash register system
- POS brings even greater efficiency, fiscal responsibility and accountability to daily operations
 - One more tool to better monitor day-to-day financial transactions and ensure a complete accounting of every penny received
- Began with a test at Mt. Holly Agency in May 2008 and a pilot at the Hazlet Agency
- Another example of the MVC’s efforts to be a wise steward of the public’s dollars

DDL

- I’m pleased to report, as of December 2008, the MVC officially completed its rollout of the state’s first Digital Driver License
 - All 6 million drivers now possess this security-enhanced license
- This is one more accomplishment achieved that was first outlined by the Fix DMV Commission
 - We issued the first DDL in January 2004.
- As you may have heard, Governor Corzine obtained his very first DDL upon renewing his license recently.
 - His old one had expired some time ago and he recently reapplied.

East Orange Agency

- In December, we opened our new East Orange Agency.
 - Another wise investment in our physical infrastructure.
 - A consolidation site: Replaces old E. Orange and Irvington Agencies
- More than 2,000 square feet larger than the old East Orange Agency
 - Better suited for serving our customers.

Freehold Agency

- And speaking of wise infrastructure investments, we officially opened what I consider to be one of our greatest investments in customer service
- On January 20, the new Freehold Agency opened to the public
 - First prototype agency to be built from the ground up on state-owned land
 - Adjacent to inspection station on Okerson Road
- The new site has everything we need to properly serve customers
 - Built to our exact specifications
 - Even has some “green” components
- Allowed us to eliminate another lease, saving over \$100k annually
- Similar facilities to come in Flemington, South Brunswick and Randolph

Wayne Regional Service Center

- Earlier this month, we announced the expansion of services presently offered by our regional service center on Route 23 in Wayne
- Unfortunately, after 20 years in this location, the landlord decided not to renew our lease
 - On March 6, the Wayne RSC will permanently close
 - We chose to see this as an opportunity to add even greater convenience for our customers in North Jersey
- We expedited a plan to decentralize regional services and bring them to customers at more locations
- To avoid any lapse in service, on March 6, the MVC will begin offering walk-in services and scheduled conferences at existing agencies in:
 - East Orange Agency (Walk-in/scheduled conferences)
 - Bayonne Agency (Walk-in only)
 - Newton Agency (Scheduled conferences only)
- New service locations as of March 16:
 - Newark Agency (Walk-in only)
 - Wayne Agency - Rt. 46 (Walk-in only)
 - Paterson Agency (Scheduled conferences only)
- This expansion is all about more services, at more locations with no additional costs
- No layoffs – all employees reassigned to other locations
- Added benefit: With the closing of Wayne RSC, we save taxpayers over \$800K annually in lease payments.
 - The MVC's most expensive lease
- More information about the Wayne closure is available on our Web site
- We hope to move forward with the expansion of services from our other three regional service centers in the coming year
- Just a note: Unfortunately, the Star Ledger incorrectly noted that we are closing all four RSCs. Only Wayne is closing

2008 Annual Report

- Lastly, I would like to bring your attention to our 2008 Annual Report, which was officially published on January 30
- This is the first time the MVC has produced only one report in a year
 - Previously the law required a March Service Assessment followed by a September Annual Report
- Due to the 2008 signing of our MVC Forward legislation, we now produce one comprehensive annual report and publish it by January 31
- As with the last few reports, the 2008 Annual Report was produced entirely in-house by our Communications and Forms Control staff.
- Only 50 hard copies were produced
- All others received digital copies of this report

The following Agenda Items were presented for approval:

Minutes: September 9 and December 23, 2008. This item is to fulfill the requirements of The Motor Vehicle Security and Customer Service Act and of the Bylaws to approve the minutes of each MVC Board meeting, by approving the Minutes of the MVC Board meetings of September 9 and December 23, 2008.

Vice Chair Stephen S. Scaturro moved the resolution, DAG Amy E. Melick seconded it and it was unanimously adopted.

David Patella, Alternate Treasury Designee, abstained from the vote.

0902-01: Vice Chair. This action is to meet the statutory requirement of The Motor Vehicle Security and Customer Service Act that MVC Board appoint a Vice Chair, by designating Stephen S. Scaturro to serve as Vice Chair of the New Jersey Motor Vehicle Commission Board through January 2010. Mr. Scaturro is Director of Consumer Affairs for Ocean County.

Assistant Commissioner John Fuller moved the resolution, DAG Amy E. Melick, Attorney General representative seconded it and it was unanimously adopted.

0902-02: Commission Secretary. This item is to meet the statutory provision of the Motor Vehicle Security and Customer Service Act for a MVC Board Secretary “who need not be a Board Member due to the full time nature of the position,” by appointing a current MVC employee, John G. Donnelly, Esq.

Assistant Commissioner John Fuller moved the resolution, Vice Chair Stephen S. Scaturro seconded it and it was unanimously adopted.

Secretary John G. Donnelly thanked the Board members for the honor of being reappointed fulltime Secretary of the Board.

0902-03: 2009 Meeting Dates. This item is to fulfill the requirements of the Motor Vehicle Security and Customer Service Act of 2003 and of the Motor Vehicle Commission’s Bylaws Article III that the Board adopt the annual notice of meetings at its Annual Reorganization Meeting.

Vice Chair Stephen S. Scaturro moved the resolution, DAG Amy E. Melick seconded it and it was unanimously adopted.

Chair Sharon A. Harrington left the meeting at 10:25 a.m. at which time Vice Chair Stephen S. Scaturro presented the following Agenda Items for approval:

0902-04: Proposed Regulation – Motor Vehicle Inspection Rules. The Motor Vehicle Security and Customer Service Act, P.L. 2003, c.13, as amended by P.L. 2007, c. 335, authorizes the Motor Vehicle Commission Board to promulgate regulations for the proper functioning of the Commission, including this proposal relating to the Commission’s motor vehicle inspection rules.

Wayne Dirlam of MVC's Legal and Regulatory Affairs explained that the proposal amends existing rules pertaining to the enhanced motor vehicle inspection and maintenance program that has been established in accordance with the New Jersey "Federal Clean Air Mandate Compliance Act" and the Federal Clean Air Act Amendments of 1990. The proposal also amends existing rules relating to New Jersey's diesel emission inspection and maintenance program. Many of the Commission's proposed amendments are intended to incorporate programmatic changes to this State's enhanced motor vehicle inspection and maintenance program resulting from the State Treasurer's awarding of a new contract to the private company that operates the test-only component of the enhanced I/M program. The Commission's proposal complements proposed rulemaking by the Department of Environmental Protection relating to this subject.

DAG Amy E. Melick moved the resolution; Assistant Commissioner John Fuller seconded it and the resolution was unanimously adopted.

0902-05: Final Regulation As Proposed – Zone of Rate Freedom (ZORF). This item is to fulfill the statutory requirement of the Motor Vehicle Security and Customer Service Act that MVC set a percentage limit or "Zone" within which private bus companies are free to adjust their rates (or fares or charges) for in-state bus routes. Under P. L. 1983, c.517, private bus companies are free to make these adjustments. Of over 100 such companies, typically up to five exercise that freedom annually and notify MVC, which confirms any adjustment that is within the ZORF Zone.

Sue Kleinberg of MVC's Legal and Regulatory Affairs explained that this is the adoption of the Zorf Amendment for 2009 which was proposed to be a 10 percent increase and 10 percent decrease. No public comments were received and no changes are in the adoption.

DAG Amy E. Melick moved the resolution; Assistant Commissioner John Fuller seconded it and the resolution was unanimously adopted.

Presentation: MATRX Ellen Casey, Director of the MATRX Project, introduced Tony D'Angelis and Curt Kuehn of EDS, MVC's contractor for the MATRX Project. Mr. D'Angelis and Mr. Kuehn gave a Power Point presentation on MATRX goals.

Legislative Report. A briefing was provided by Darlene Swinnerton of Intergovernmental Relations on a number of legislative issues including the 4 Teen Driving bills that are believed to be passed in the Assembly later this year. MVC has worked with a number of legislators to achieve their legislative goals without creating expensive mandates for the MVC including registration of ATV's, dirt bikes, and snowmobiles without creating a new process in MVC's current computer system through the continuation of upgrades in MATRX. The MVC will continue to work with the Legislature as we enter the Budget season.

Public Comments: No member of the public came forward to address the Board.

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Since there were no further comments or business, a motion to adjourn was made by Vice Chair Stephen S. Scaturro and seconded by Board Member Laurette K. Assante and unanimously adopted at 10:58 a.m.