

ANNUAL REPORT 2016

NEW JERSEY MOTOR VEHICLE COMMISSION



Raymond P. Martinez
Chairman and Chief Administrator

CHIEF ADMINISTRATOR'S MESSAGE

The New Jersey Motor Vehicle Commission (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. Through advertisements, press releases, outreach to legislators and other efforts, we have seen an increase of more than 5,000 online transactions being completed each month. In addition, as of October 1, 2016, convenience fees were waived for most online transactions completed through njmvc.gov. These fees, while nominal, may have discouraged some customers from opting to complete their transactions from the comfort of their own homes.

Beyond promoting online transactions, we have continued to build on the success of our "Skip the Trip" campaign. As of December 29, 2016, more than 1.6 million residents have "Skipped the Trip" and renewed their driver's licenses through the mail since the launch of the program in 2012. That means 1.6 million fewer customers in line at our agencies and countless hours saved for both employees and New Jersey motorists.

To better serve our customers, the MVC also made changes and upgrades to the physical layout of some of our facilities. Renovations to the Eatontown, North Bergen, Rio Grande and West Deptford agencies have recently been completed. An expansion project was recently completed at our Oakland Agency, and renovations are nearly finished at our Washington

Agency. Both projects have expanded the existing footprint of the agencies and additional service counters were added. Construction of a new, more customer-efficient agency in Wayne has begun and when completed it will be our largest State-owned MVC office at 21,670 square feet.

The MVC has also built upon the success of the JustDrive.com campaign - one of the largest public education campaigns in its history. Since 2014, we have targeted the dangerous behavior of texting and 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 this program to reach new drivers with an interactive presentation given at high schools throughout the State. This outreach, coupled with increased fines and penalties that were signed into law by Governor Christie in 2014, continues to send the clear message that distracted driving is dangerous and will not be tolerated in New Jersey.

These are just a few examples of the Motor Vehicle Commission's work to improve the services we offer to New Jersey's residents. The following pages of this report further detail the hard work and resolve that led to success in fiscal responsibility, safety, security and forming new partnerships throughout 2016. We are proud of our accomplishments and remain committed to being a model for excellence in motor vehicle services.



Raymond P. Martinez
Chairman and Chief Administrator

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.



Bakers Basin Inspection Facility

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AGENCY SERVICES

SKIP THE TRIP

As of December, more than 1.6 million customers have 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.

RENOVATIONS AND RELOCATIONS

Expansions were completed at the Oakland and Washington Agencies. Construction began on the site of our Wayne facility to build a new, larger agency, new road test field house, new offices for the inspection station and increased parking. The 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 is expected to begin in 2017.

VETERANS DESIGNATION

On July 1, 2016, MVC began offering a permanent imprinted Veteran Designation on driver's licenses and non-driver ID cards. Since then, more than 7,500 customers have received their new driver's license or non-driver ID card with this designation.

(NORTH)



NEW JERSEY
MOTOR VEHICLE COMMISSION

Chris Christie
 Governor

Kim Guadagno
 Lt. Governor

Raymond P. Martinez
 Chairman and Chief Administrator

03 August 2015

COMMERCIAL DRIVER LICENSE TESTING (CDL)

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

BUSINESS AND GOVERNMENT OPERATIONS

INTERNATIONAL FUEL TAX ASSOCIATION (IFTA) AUDITING

The State of New Jersey is a member of IFTA. Member jurisdictions are required to audit a minimum of 3% of all customer accounts to ensure that customers remitted the correct IFTA fuel taxes. The MVC exceeded the audit goal imposed by IFTA, Inc. for CY2016. The MVC conducted 416 IFTA audits in CY2016, which resulted in an assessment of approximately \$420K in additional IFTA taxes. This year was the third in a five-year plan to bring the State of New Jersey into compliance. The plan requires that New Jersey make up the audit shortfall from prior years by completing 543 audits over a five-year period (CY2014 – CY2018) in addition to the standard number of minimum required audits per year. Failure to complete the mandated plan will result in a financial penalty based on the number of uncompleted audits. The MVC finished 3% ahead of target at the end of CY2015. The MVC is on track to exceed the CY2016 audit target by 17%. Overall, New Jersey continues to run ahead of plan.

IMPLEMENTATION OF IMPROVEMENTS TO THE CUSTOMER ABSTRACT INFORMATION RETRIEVAL(CAIR) BUSINESS PROCESS

The CAIR system services over 1,500 customers in both the public and private sectors who submit over 8 million record requests a year. Protection of the personal information contained within these records is mandated by both State and federal Drivers' Privacy Protection Acts.

The MVC implemented a customer audit process and rolled out new standard CAIR contracts. Both of these changes were designed to enhance the MVC's protection of the motor vehicle records that are provided through the CAIR program. The customer audit program includes:

1. Obtaining information from CAIR customers about the technology safeguards they have in place;
2. Randomly auditing requests to ensure compliance with the New Jersey Drivers' Privacy Protection Act; and
3. Monitoring the internet for possible improper release of MVC records.
4. Standard contracts were enhanced to reflect the need for CAIR customers to safeguard the records that they obtain. These changes make New Jersey a leader in safeguarding motor vehicle records.

IMPLEMENTATION OF INTERNATIONAL REGISTRATION PLAN (IRP) BALLOT 391 (REMOVAL OF CHARTER BUS EXEMPTION)

The MVC rolled out a program that requires New Jersey charter bus companies to register under the International Registration Plan (IRP) or purchase a trip permit when traveling to other jurisdictions. This program was mandated by changes made to the IRP Articles of Agreement. Charter buses had been exempt from the requirement to register under the IRP due to the fluid nature of their bookings. With the implementation of "full reciprocity" by the IRP in 2015, this is no longer an obstacle.

There are presently approximately 25 charter bus companies based in New Jersey with vehicles registered under the IRP. Registration of these buses enhances public safety by bringing these vehicles

under the Federal Motor Carrier Safety Administration's Performance and Registration Information Systems Management (PRISM) program. This program identifies and targets high-risk carriers for targeted compliance reviews and roadside inspections.

IFTA ONLINE TRANSACTION PROCESSING

The MVC has offered an online option to New Jersey's interstate trucking and busing communities for the licensing of vehicles and the filing of quarterly fuel tax reports under the IFTA program since 2014. During the first eleven months of CY2016, 51% of IFTA licenses were processed online. During that same period, 83% of quarterly fuel tax reports were filed online. As more companies migrate to an automated licensing application and tax filing process, these online options will help eliminate errors and reduce the need for manual input in these processes.

ENHANCEMENT OF BUSINESS LICENSING COMPLIANCE MONITORING

The MVC licenses over 13,000 businesses. These businesses include auto body repair shops, driving schools, motor vehicle dealers, window tint shops, ignition interlock device installers and motor vehicle inspection shops.

The MVC enhanced its oversight of the businesses that it licenses. The number of compliance officer staff working in the field was doubled. A process was established with the Department of Labor and Workforce Development to help confirm the employment status of individuals representing motor vehicle dealerships for the purposes of meeting regulatory requirements. A process was established to visit the locations of businesses that do not renew their business license.

COMPLIANCE & SAFETY

UNINSURED MOTORIST IDENTIFICATION SYSTEM

The Uninsured Motorist (UMS) Unit within the Bureau of Driver Records Management responds to inquiries from drivers identified by the Uninsured Motorist Identification System. The UMS Unit increased productivity over 15% to answer 75,412 calls in 2016.

ADDRESSING MOTORISTS' DRIVER HISTORY CONCERNS

The Court Suspension and Authorization (CSA) Unit has the most customer contact of all Driver Records Management groups and assists drivers with questions regarding violations or suspensions posted to their driver history. Personnel from the CSA Unit answered 98,607 calls in 2016, representing a production increase of almost 7%.

FACIAL SCRUB PROJECT (FS-12)

Throughout 2016, the Support Group received 1,139 cases from the MVC's Division of Security, Investigations and Internal Audit as a result of its ongoing facial scrub project, a 135% annual increase. These cases stemmed from either simple clerical errors or fraudulent efforts to obtain a driver's license or identification card. Each case was reviewed, analyzed and addressed accordingly by the Support Group personnel.

ENHANCED INSPECTION AND MAINTENANCE

AUDITS

Staff conducted 14,534 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 integrity. A total of 2,625 covert audits were conducted at CIF and PIF locations.

SPECIALTY INSPECTION

The unit conducted 3,131 salvage inspections to determine the accuracy of the vehicle identification number of a vehicle deemed salvage and/or any identification numbers of any of the major component parts used to reconstruct, rebuild or repair the motor vehicle, before a certificate of ownership will be issued.

SUPPORT GROUP

The unit answered 9,709 phone calls from the motoring public and internal stakeholders. This group reviewed 976 investigative reports from the auditing group concerning improper recordkeeping procedures and possible fraudulent activities by emission inspectors and inspection facilities. In response to these reports there were 50 prehearing conferences conducted, leading to 27 suspensions and \$17,625 in civil penalties assessed.

MOBILE INSPECTION TEAMS

In conjunction with local law enforcement, the Mobile Inspection Teams conducted more than 12,164 vehicle inspections in order to maintain compliance. These inspections included vehicles with expired inspection stickers and obviously malfunctioning vehicles, as well as vehicles that were selected at random.

CUSTOMER INFORMATION AND ADVOCACY CONTACT CENTERS

FY2016 CUSTOMER INFORMATION AND ADVOCACY INQUIRIES															
	15 JUL	15 AUG	15 SEP	15 OCT	15 NOV	15 DEC	16 JAN	16 FEB	16 MAR	16 APR	16 MAY	16 JUN	YTD TOTALS	MONTHLY AVERAGE	CONVERSION TO MINUTES
General Information Call Handling Statistics															
TOTAL CALLS HANDLED	67976	61641	62309	61084	51835	58549	46452	50757	69412	59376	55678	50836	695905	57992	
HOLD TIMES (IN SECONDS)	365	426	319	276	321	247	498	650	318	436	400	647	4903	408	6.8
Suspension Restoration Call Handling Statistics															
TOTAL CALLS HANDLED	42693	40350	37186	38919	31497	38870	34108	35411	40429	38183	39581	40001	457228	38102	
HOLD TIMES (IN SECONDS)	301	248	419	355	463	284	624	981	758	499	219	180	5331	444	7.4
Customer Advocacy															
TOTAL EMAILS RECEIVED	2148	1875	2040	1735	1669	1691	1904	2274	2083	2051	2056	2067	23593	1966	
TOTAL EMAIL	2220	1642	2072	1995	1884	1984	2142	2502	2435	2211	2118	2113	25318	2109.8	



FINANCIAL MANAGEMENT

PROCUREMENT

Throughout 2016, the Procurement Division continued its open communication and information sharing with agency staff and business stakeholders. Meetings held throughout the year facilitate Procurement's ability to remain proactive and successfully support all critical and projected projects. Many of these dynamic projects are IT-centric and impact our customer service improvement initiatives as well as all key business units. Procurement staff are actively engaged in the Commission's IT Transformation Project. Procurement Division efforts are continually focused on the dynamic priorities of the Commission to reduce lead time and improve available contract options. The Strategic Procurement Plan, originally introduced in November 2014, continues to produce successful results.

The Procurement Division facilitated successful completion of challenging projects such as:

- The Mobile Agency Units, awarded under contract G2027 to directly support the MVC customer service initiative directed by the Governor.
- Critical IT Transformation Project resources secured under contract M2001.
- There were various applications and license agreements added and enhanced under contract to support the Transformation project.
- Procured microfilm scanning equipment as suitable replacement for obsolete, failing machines with sustainable source of supply under contract M0483. Result: MVC IT Windows 7 project close out support;
- Secured ongoing supply of NJ Driver Manuals for Agency customer and annual school distribution. Result: Customer service failure and stock-out risk eliminated.
- Introduced Controlled Documents and Goods Inventory Management solution to mitigate / eliminate stock-out risk.

NEW JERSEY MOTOR VEHICLE COMMISSION
FY 2016 ANNUAL BUDGET REPORT
 (IN MILLIONS)

FY 2016
ACTUALS¹ **FY 2017
 REVISED BUDGET²**

RESOURCES	FY 2016 ACTUALS ¹	FY 2017 REVISED BUDGET ²
Reappropriation		
Surplus/(Deficit) Adjustment ³	\$80,393	\$88,726
Transfer Adjustments In/(Out) ⁴	\$7,593	\$7,594
Operating Resources		
MVC Base Budget	\$307,750	\$313,742
Security Surcharge (\$7)	44,681	43,885
Digital Driver License Fee (\$6)	13,649	14,572
Sub-Total Operating Resources	\$366,080	\$372,199
Dedicated Resources		
Commercial Vehicle Enforcement Fund	\$14,276	\$14,478
Commercial Bus Inspections	591	656
School Bus Inspections	1,301	1,368
Motorcycle Safety Education Fund	430	562
Security Responsibility	20,615	20,900
Texting While Driving Campaign	2,760	3,276
Other Various Dedicated Revenues	2,061	2,170
Sub-Total Dedicated Resources	\$42,034	\$43,410
Bond Fund		
Bond Fund Reappropriation ⁵	\$36,387	\$20,641
Bond Fund Interest ⁶	123	20
Sub-Total Bond Fund	\$36,510	\$20,661
Grant Funds		
Prior Year Grant Award Balances ⁷	1,759	\$1,612
Grant Awards	1,698	1,446
Sub-Total Grant Funds	\$3,457	\$3,058
TOTAL RESOURCES		
	\$536,067	\$535,648

EXPENDITURES

Operating Expenditures		
Salaries & Fringe	\$142,845	\$156,145
Materials and Supplies	15,254	13,581
Services Other Than Personal	45,047	47,046
Parsons Inspection Contract	38,561	34,680
Maintenance and Fixed Charges	6,129	6,741
Claims and Indirect	-	500
Additions, Improvements, Equipment	4,787	4,782
Sub-Total Operating Expenditures	\$252,623	\$263,475
Dedicated Fund Supported Expenditures		
Commercial Vehicle Enforcement Fund	\$9,425	\$5,398
Commercial Bus Inspections	2,100	2,436
School Bus Inspections	7,504	8,964
Motorcycle Safety Education Fund	42	567
Texting While Driving Campaign	251	3,276
Security Responsibility	20,615	20,900
Sub-Total Dedicated Expenditures	\$39,937	\$41,541
Capital Program	\$6,014	\$22,017
Bond Fund	\$1,252	\$15,709
Grant Award Expenditures	\$1,067	\$864
State Budget Contributions ⁸	\$108,800	\$149,213
TOTAL EXPENDITURES	\$409,693	\$492,819

TOTAL RESOURCES: ALL FUNDS	\$536,067	\$535,648
TOTAL EXPENDITURES: ALL FUNDS	\$409,693	\$492,819
SURPLUS/(DEFICIT): ALL FUNDS⁹	\$126,374	\$42,829

- 1** FY 2016 Actuals are based upon close-out, which includes expended and encumbered through July 31, 2016.
- 2** FY 2017 Budget not vetted through the Executive and Legislative Processes.
- 3** Surplus Adjustment excludes prior year grant balances and bond fund reappropriations. The FY 2017 Surplus Adjustment is as of the FY 2015 Close-Out Report plus any prior year anticipated purchase order balance cancellations.
- 4** Transfer Adjustments are those funds identified through Memoranda of Agreement for services not specifically listed in the expenditure categories and for state match.

- 5** Bond Fund Reappropriation includes unexpended interest earnings from prior fiscal years and is based on the Fiscal Plan submitted to Treasury that includes FY 2016 actuals. The 2016 annual report was overstated for FY15 actuals by \$420,000 due to an expectation of encumbrance cancellations. Instead, the work was completed in FY16 and recorded as an expenditure.
- 6** FY 2017 identified Bond Interest is the anticipated FY 2016 Bond Interest that is not expected to post until September 2016.
- 7** Prior year grant balances are based upon eligible funds to spend and may deviate throughout the year based upon project completion, as well as, ability to expend before grant expiration.

- 8** State Budget Contributions are those funds made available through expenditure reductions as directed through budget language or a Department of Treasury request to help close the State's budget deficit.
- 9** For FY 2017, \$27.018 million of surplus balance is of the base operating funding. The remaining \$2.247 million surplus is grant monies. (\$27.018 + \$2.247 = \$29.265)

In addition to providing daily execution and supplemental support to all transactional purchases for the Commission, Procurement Services and Rules of Engagement for Vendor Interaction were formally revisited. Procurement services highlighted during stakeholder and internal meetings include:

- Vendor Assessment, Contract Update and Market Analysis Reports
- Vendor site visit management
- 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

SPEND ANALYSIS

Fiscal year to date net spend through Procurement Division decreased from \$ 91.7 million in FY15 to \$85.886 million in FY16. Further spend analysis indicates (net) contract order spend totals \$74.2 million for FY16, up from \$69.3 million in FY15. Delegated Purchase Authority (DPA) non-contract spend in FY15 totals \$1.17 million and is held to \$1.997 million for FY16.

STRATEGIC PROCUREMENT INITIATIVES

To maintain and enhance our DPA reduction objective, Procurement Division implemented a thorough requisition (FM-5) review process controlled through Contract Administrator guidance and director review and approval.

PROCESS IMPROVEMENTS IMPLEMENTED

Ongoing services include active support for RFPs under development such as Statewide Advertising and Driver Manuals Enterprise. Additional contract and sourcing support services are continually offered to enhance and support the MVC's Customer Service Initiative.



INFORMATION TECHNOLOGY

The following projects and enhancements, accomplished by the MVC's IT Division in 2016, benefit the residents of NJ by augmenting the efficiency and work product of the Commission.

Legislative / Statutory / Commission System Modifications Requests

- Motor Voter / Organ Donor Project – IT implemented a change to the MVC's method of capturing customers' wishes to register to vote and for Organ Donor designation. Previously, responses were captured manually by MVC personnel with no direct verification by the customers. The change was to customer-operated signature pads, which allow the customers to personally confirm their intentions.
- Decrease the Boat Sales Tax from 7% to 3.5% - IT programmed the MVC system in response to new legislation that decreased the sales tax for boat purchases from 7% to 3.5%.
- IT handled 32 additional impromptu programming requests beyond the planned IT projects.

Commission Upgrades

- Microsoft Office Upgrade – IT upgraded outdated / unsupported PC-computer software Commission-wide.
- Agency Scanner Refresh – IT replaced all of the outdated scanners in our 39 agencies.
- Multi-Scheduling Short Term Solution – In order to address performance and security issues related to the current Multi-Scheduling system, IT upgraded the surrounding infrastructure and supporting software. The security issues led to the application being offline for a number of months, until the development and reinstallation could be completed. During that time period, the IT Help Desk handled this business need manually over the phone.

Transformation Project

The Commission kicked off its pursuit of new technologies and project approaches to achieve modernization of information technology infrastructure. The overall Transformation Project development is delivered in smaller, progressive cycles, with each considered as a smaller manageable project. Currently, the Transformation Project encompasses five identified initiatives, all of which the IT and Business Units work to support:

- CDLIS Modernization 5.3.2 Enhancement - NJ met the mandate of the Federal Motor Carrier Safety Administration (FMCSA) to modernize the Commercial Driver License Information System (CDLIS) program. CDLIS 5.3.2 is the program used by all 50 states and the District of Columbia to ensure CDL and/or Commercial Learner Permits (CLP) holders adhere to the "one driver, one license" concept.
- SMPAS / Real ID – In adherence to federal time-line requirements, the MVC must put in place secure processes for scanning identity documents. The REAL ID Act set standards for the issuance of sources of identification, such as driver's licenses. New Jersey will be implementing REAL ID and intends to offer customers a choice, to have a REAL ID compliant driver's license or a non-REAL ID driver's license.

- Agency Replacement – The current core system that produces Driver Licenses, Vehicle / Vessel Titles / Registrations runs on ESCALA servers that translate data between the computer system known as the Comprehensive system and the outdated green screen that runs Windows 7 desktops. The MVC is making a significant investment in the replacement of our current Agency system to meet public expectations and the need to operate securely in an increasingly interconnected world which, in part, requires obtaining a secure, stable, high-performance and budget-efficient network.
- CAIR (Customer Information Retrieval Records) Replacement) - The MVC provides access to Driver History Abstracts, Vehicle Ownership Information, Vehicle Registration Inquiries and Driver Status, subject to the federal Driver Privacy Protection Act (DPPA), as well as, State and MVC regulations, to government and non-profit entities and commercial customers. The new system, using contemporary technology, will be updated to provide patrons with customized reports rather than bulk data.
- Multi-Scheduling - Road tests (Auto / Motorcycle / CDL), suspension and restoration hearings and inspections for specialty vehicles are presently scheduled on an antiquated system that too often experiences technical outages and has security vulnerabilities. IT continues to work on a more efficient, effective system.



Sagamore Bridge, Cape May

REGULATORY AND LEGISLATIVE AFFAIRS

REGULATIONS ADOPTED IN 2016

The Regulatory and Legislative Affairs unit drafted regulatory amendments in the following areas that took effect in 2016:

Title 13, Chapter 18, Organization of the Motor Vehicle Commission

- Amendments to reflect changes to the International Registration Plan (“IRP”), which was recently amended to include, rather than exempt, charter buses from IRP requirements.
- New rule to codify the process to request a waiver from regulatory requirements.

Title 13, Chapter 20, Enforcement Service

- Amendments to require that all emergency exits on buses comply with federal safety requirements.
- Amendments to clarify the standards for personalized license plates.

Title 13, Chapter 21, Licensing Service

- Amendments to the list of acceptable documents in the 6-Point Identification System for driver's licenses, permits, non-driver identification documents, and boat licenses, to comply with Department of Homeland Security REAL ID regulations;
- Amended regulations to further clarify regulations pertaining to electronic lien and titles.
- Amended regulations to update the 6 Points of ID requirements and create new 6 Points of ID requirements for future compliance with REAL ID.

Title 16, Chapter 53A, Bus Safety Compliance

- Re-adoption of chapter, scheduled to expire January 15, 2017.

Title 16, Chapter 53D, Zone of Rate Freedom

- Amendments to set the annual percentage of increase or decrease in bus company fares, which must be considered annually, as required by statute.



Motor Vehicle Agency, Bakers Basin

REGULATORY ENFORCEMENT/ HEARINGS/FINAL DECISIONS/APPEALS

Hearings: Division of Law Deputy Attorneys General appeared on behalf of the MVC in approximately six misstatement facial scrub cases at the Office of Administrative Law (OAL), settled four of those cases and proceeded to hearing on two.

Referrals to OAL: The OAL Transmittal Unit transmitted over 330 cases to the OAL for hearings in driving while suspended, points, persistent violator, toll violator, and misstatement cases.

Appeals: At any given time the MVC has over 20 cases pending in the Superior Court Appellate Division and over 50 in the Superior Court 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.

INTER-GOVERNMENTAL RELATIONS (IGR) AND CONSTITUENT SERVICES

Bill Tracking: The Legislative Liaison, within Regulatory and Legislative Affairs, tracked over 560 bills, 287 of which had a potential impact to the MVC.

Constituent Services: IGR receives inquiries on a variety of motor vehicle issues from legislators on behalf of constituents. It is estimated that all legislative districts have contacted the IGR Constituent Services phone number this year, averaging over 553 requests throughout the year. IGR staff research issues, respond to any questions and resolve outstanding issues, ensuring that all relevant information is communicated.

MISCELLANEOUS

Toll Violator Program: Regulatory and Legislative Affairs staff continue to assist the New Jersey Turnpike and South Jersey Transportation Authority (SJTA) Toll Violator program, issuing over 300 violation notices in 2016, with a request from the two tolling authorities that the MVC issue almost 400 additional notices in 2016. The MVC also evaluates hearing requests and coordinates with the Turnpike and SJTA in settling cases and, where no settlement is possible, preparing cases for hearings. In 2016 the MVC prepared and transmitted for hearing to the OAL nine toll violator cases, settled four, prevailed in one, and await hearing dates for the remaining matters. The MVC's Registration and Suspensions unit continue to aid the tolling authorities in recouping over \$2,000,000 in outstanding toll charges and administrative costs.

MVC Initiatives: Participation in the following Commission working groups, providing guidance on statutory and regulatory requirements: Salvage Cycle Review Working Group (to combat fraud in the transfer of salvage vehicles); the CAIR Review Working Group (to address the potential for abuse of personal information provided to external entities pursuant to the New Jersey Drivers' Privacy Protection Act); Disabled Veteran and Purple Heart Recipient placards project (to implement recently enacted legislation allowing for the issuance of parking placards to disabled veterans and Purple Heart recipients; and the Electronic and Mobile Driver License Study (pursuant to recently enacted legislation).

OAL Transmittal Unit staff appeared in several criminal, driving while suspended cases and testified in over ten.

Bicycle Pedestrian Advisory Council: The MVC is an advisory member of the Bicycle Pedestrian Advisory Council, which is tasked with making recommendations for improvements to bicycle and pedestrian safety and mobility in New Jersey.

SECURITY AND INVESTIGATIONS

ARRESTS BY AGENCY

Bakers Basin Lawrenceville	1
Camden	13
Cardiff/Egg Harbor	3
Cherry Hill	5
East Orange	15
Eatontown	18
Edison	2
Hazlet	15
Jersey City	5
Lakewood	1
Lodi	3
Medford	5
Mount Holly	3
Newark	4
Newton	2
North Bergen	4
Oakland	6
Paterson	10
Rahway	3
Randolph	2
Runnemede	9
Salem	4
Somerville	1
South Plainfield	6
Springfield	2
Toms River	4
Trenton	9
Trenton Regional	88
Trenton/Lab	12
Trenton/Ols Detail	6
Trenton/Sbi Office	1
Trenton/TOC	7
Turnersville	1
Wallington	12
Washington	3
Wayne	3
West Deptford	24
Grand Total	314

ARRESTS BY REGION

CENTRAL REGION	132
NORTHEAST REGION	64
NORTHWEST REGION	20
OLS DETAIL	6
SOUTH REGION	67
TOC COMPLEX REGION	3
Grand Total	314

INVESTIGATIVE SUPPORT SERVICES

FRAUDULENT DOCUMENT TRAINING

We completed document fraud training for over 2,533 external stakeholders throughout the tri-state area. The unit has revised its curriculum for law enforcement, which now includes a component related to facial recognition technology services and the cutting edge investigative tools available to law enforcement from the New Jersey Regional Operations Intelligence Center (ROIC).

TITLE RECORDS UNIT

The unit reviewed approximately 26,000 title records in an effort to assist the New Jersey Department of the Treasury with high-level investigations, as well as assisted the United States Department of Justice in an odometer rollback investigation by recalling 125 New Jersey titles that had been illegally altered.

INTERNAL AUDIT

Internal Audit provided responses to over 250 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.

COMMUNICATIONS JUSTDRIVE.COM

The Communications team is continuing to conduct the largest public awareness campaign in its history with the promotion of JustDrive.com. The website was designed to provide public education regarding the dangers of texting and talking on a handheld device while operating a motor vehicle, as well as increased fines and penalties stemming from a 2014 law change. Since the beginning of the campaign, there has been a 28% reduction in violations issued for cell phone use while driving.

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

NASCAR K&N Series JustDrive 125 – The MVC partnered with NASCAR and New Jersey Motorsports Park in Millville to sponsor the first ever NASCAR race

in South Jersey. 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 students at high schools across New Jersey in order to help new drivers form good driving habits.

QuickChek Festival of Ballooning – MVC Volunteers were on hand at the QuickChek Festival of Ballooning to greet attendees and talk to them about the dangers of talking and texting on a handheld device while driving.

HUMAN RESOURCES

RECRUITMENT AND PAYROLL

253	Job Postings
60	Promotional Examination Announcements
202	Hiring Actions (includes Temporary Employment Services, full and part-time positions)
165	Promotion Actions
212	Separations

LEAVES AND ACCOMMODATIONS

Intermittent Leave of Absences – 250 employees were approved; Straight Leave of Absences – 274 employees were approved and the Donated Leave Program approved 10 employees.

CUSTOMER SERVICE TRAINING

Human Resources developed a new Customer Service Training module for MVC employees. This training module was developed to enhance customer service skills.

TUITION REIMBURSEMENT

The 2016 Tuition Reimbursement Program accepted 18 students. Eleven of the applicants participated in the program, and of the eleven participants, three were graduate students.

THE SPIRIT OF DONATING

Giving Blood - In 2016, MVC employees donated 67 units of blood over the course of three events with the Community Blood Council of NJ. It is estimated that these donations helped save 207 lives of citizens in need.

Big Brothers/Big Sisters - MVC contributed 155 toys and 5 gift cards toward their annual Christmas Party.

Charitable Campaign - Through the MVC's Charitable Campaign, close to \$14,000 was raised for various local and national service organizations.

Red Day - Because of the MVC employees' generous donations, MVC placed sixteenth of all of the organizations that participated in terms of funds raised to support women's heart health. The American Heart Association recognized the MVC employees for their generous donations for Red Day 2016.

Coat Drive – 125 various clothing items were donated to the Rescue Mission of Trenton.



MVC FAST FACTS

FISCAL YEAR 2016

PRODUCTION DATA

Number of DDL issued*	2,372,554
Number of DDL issued/weekday	35,960
Number of DDL issued/Saturday	4,411
Number of centralized initial inspections/re-inspections*	2,024,584
Number of private initial inspections/re-inspections*	329,485
Number of titles issued*	2,833,657
Number of special titles issued*	102,125
Number of calls received (Inquiries Answered)*	2,679,942
Number of documents handled by mail room*	13,028,719
Suspension Orders Issued (Administrative, Courts, UMS)*	846,554
Total number of motor vehicle agencies*	39
Total number of full service centers*	5
Total number of centralized inspection stations/lanes*	26/114
Total number of driver testing Centers	24 (24 Inside driver testing; 12 Outside road test; 7 have both and outside testing; 5 are only road test)
Total number of DDL workstations statewide	206
Number of visits to MVC website	11,567,443
Number of registrations renewed on-line	1,446,194
Total number of MVC forms available on-line for download	113

*FY2016 Actuals from the BB104 Annual Document

MOTOR VEHICLE COMMISSION BOARD

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

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