



New Jersey Motor Vehicle Commission

P.O. Box 160  
Trenton, New Jersey 08666-0160

STATE OF NEW JERSEY



Philip D. Murphy  
Governor

Sheila Y. Oliver  
Lt. Governor

B. Sue Fulton  
Chair and Chief Administrator

February 11, 2020

Honorable Philip D. Murphy  
Governor, State of New Jersey  
225 West State Street  
Post Office Box 001  
Trenton, NJ 08625-0001

Dear Governor Murphy:

In accordance with Section 17 of The Motor Vehicle Security and Customer Service Act of 2003, constituting Chapter 13 of the laws of 2003 of the State of New Jersey, as amended pursuant to P. L. 2007, Chapter 335 and pursuant to P. L. 2009, Chapter 298, I herein transmit the minutes of actions taken at the open session of the Regular Meeting of the New Jersey Motor Vehicle Commission Board at Floor 8E, Motor Vehicle Commission Headquarters, Tuesday, February 11, 2020.

Thank you.

Yours truly,

Chris Hillmann  
Board Secretary

**NOTE:** Please email the veto date to [Marykelly.ardente@mvc.nj.gov](mailto:Marykelly.ardente@mvc.nj.gov)

Enclosure

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## **NEW JERSEY MOTOR VEHICLE COMMISSION**

Minutes by Board Secretary Chris Hillmann of actions taken at the Open Session of the Regular Board 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 11, 2020.

### **Present:**

B. Sue Fulton, Chair and Chief Administrator  
Paul Sprewell, Manager, Dept of Transportation  
Diane Legreide, Board Member (By speakerphone)  
Stephen S. Scaturro, Board Member (by speakerphone)  
Walter Orcutt, Board Member (by speakerphone)  
Amy Mallet, Board Member  
Jim Fruscione, State Treasurer Designee (by speakerphone)  
Eric Heitmann, Director of Highway Traffic Safety and Attorney General Designee

Governor's Authorities Unit Counsel Craig Ambrose (by speakerphone) and Deputy Attorney General Jennifer Jarembak participated.

Chair B. Sue Fulton convened the Open Session at 2:15p.m. in accordance with the Open Public Meetings Act, and led the Pledge of Allegiance.

**Agenda Approval.** Director Eric Heitmann moved to accept the proposed agenda, Manager Paul Sprewell seconded the motion and it was unanimously adopted.

### **Chair's Report**

Good afternoon everyone and welcome to the Commission's February Board meeting.

I'd like to formally welcome to the Board our newest member, former Monmouth County Freeholder and small business owner Amy Mallet. The state Senate confirmed Amy's nomination by Governor Murphy and he formally appointed her on January 10th.

Amy believes deeply in public service and transparency, and during her time on the Freeholder Board made her mark for the betterment of the residents of Monmouth County. We look forward to drawing from Amy's wealth of experience and many talents here on the NJMVC Board.

So I'd like to thank you, Amy, on behalf of all of us here on the Board and at the Commission, for agreeing to continue to offer your valuable contributions to help us serve the people of New Jersey.

You've joined us at an exciting time, as we continue to lead the way with new initiatives.

There have been a couple of major developments here at the Motor Vehicle Commission over these past couple of months.

First, since we last met in December, Governor Murphy signed into law a bill that provides for the MVC to issue standard driver licenses and IDs without regard to immigration status - or what we refer to as status-neutral licensing. More on that in a moment.

Another major development happened just last week, when we moved from an appointment-only system for obtaining a **REAL ID** driver license or non-driver ID to allowing walk-ins from the 5th to the 20th of every month for customers whose licenses or IDs are close to expiration. The walk-ins are being accepted at the 34 MVC agencies that are fully **REAL ID** compliant.

This has been hugely successful already. We're doing close to 500 walk-ins per day, 383 on Saturday – which means we've gone from a pace of about 1500 **REAL IDs** issued per week to a pace of over four thousand!

The appointment system still serves its purpose and has helped with the phased rollout that was necessary in the early stages for a smooth, controlled, and successful launch of **REAL ID**. And over the last few months, we've steadily built our capacity to the point where we feel confident we can accommodate walk-ins on this limited basis.

We made this move because we had built confidence in the ability of our people and our systems to handle more. We selected these days – the 5<sup>th</sup> through the 20<sup>th</sup> of the month - because they avoid the rush of customers at the very beginning and end of the month. We will continue to expand our capacity with extra windows and appointments as we move toward the October 1 deadline.

Now to some general metrics on the progress we've made since we launched **REAL ID** back in September.

As I've mentioned, the MVC is fully **REAL ID**-compliant in 34 of our 39 agencies (with an additional three in test). We expect to be fully compliant in all our agencies by the end of the month.

For last month's Chair's Report, you'll recall we had just over half of our agencies compliant, so we've rolled out more than a dozen since then.

As of **February 9**, we have issued **21,985 REAL IDs**. That's **roughly triple** the number I reported to you back in December.

We're also up to over **250,000** sign ups at REALIDNJ.com; almost double the number of sign-ups since last time.

Our MVC team has accomplished all this since launching our phased **REAL ID** rollout on September 18<sup>th</sup>. That's less than six months ago! I'm so proud of all our team has accomplished in such a short span of time.

As I've noted before, the key to getting our program up and running so quickly, was our **REAL ID** Readiness program – the set of initiatives that laid the groundwork to successfully execute the **REAL ID** Rollout.

To refresh, that included some heavy lifting, including numerous systems upgrades, hiring, and installing the new take-a-ticket queuing system.

The queuing system allows us to track our performance in detail... In our last meeting, I noted that while it showed our wait times were down to 35 minutes, we could also expect an increase with the implementation of **REAL ID**, and we have seen that. It's now at about 51 minutes.

We will always work to serve our customers as quickly as possible; and we will keep that 35-minute baseline as our target even as we process an expected record number of license transactions this year.

## **STATUS-NEUTRAL DRIVER LICENSES**

As I mentioned earlier, another major development coming our way is licensing without regard to immigration status – or what we're calling status-neutral licensing.

When I spoke to you in December, I had just testified before the Legislature on this initiative.

Since that time, the legislation passed and I had the honor of attending and speaking at the December 19 bill signing ceremony with Governor Murphy in Elizabeth.

It was a boisterous affair, and we were thrilled to be present.

Here's a clip of some of the action that day.

### **(ROLL VIDEO)**

It's clear this law is going to improve the lives of many New Jersey residents. It's going to help families to get to work, to doctor's appointments, to school, to their places of worship. It's going to make our roads safer, too.

And no matter what some opponents may claim, when the law goes into effect on January 1, 2021, all our customers, regardless of citizenship, will be required to prove identity, age, and NJ residence to get a standard license, using the "6 points" model.

The good news is, the improvements we made for **REAL ID** will help us across the board with status-neutral licensing. We're in a better place to handle additional volume, and the analytics from our new queuing system will provide the data that enables us to identify and resolve logjams quickly and effectively.

But we still have a lot of work to do to prepare for the year ahead. We've developed working groups to

- optimize agency capacity for new drivers,
- develop effective multi-lingual communications to the public, and
- iron out regulations and document requirements.

Over the coming months, we will be assembling and meeting with the Advisory Board and developing the required Public Awareness Campaign, as outlined by the law.

We also will be developing educational resources and working with community groups to train and prepare new applicants for what to expect at the agency, and what is required for driver tests. Other states with similar laws indicate this was key to a smooth transition.

In other words, there's much to be done. But we are confident that status-neutral licensing will provide yet another opportunity to show off the extraordinary talent, determination, and know-how of all those who work at the MVC, to the great benefit of our customers, the people of New Jersey.

## **NETWORK UPGRADE**

As we prepare for these new challenges and meet existing ones, we are continuing to improve the Commission's operations.

Working hand-in-hand with the Office of Information Technology, our wonderfully talented IT team is wrapping up the first phase of upgrades to our phone network infrastructure.

Under the steady leadership of Joe Csolak, the team has spent the better part of six months replacing equipment to improve and overhaul our Call Center's existing AVAYA telephone infrastructure so it can handle even larger call volumes.

In Phase Two of this project, the team will extend these upgrades to the entire TOC. And in Phase Three, to all 39 agencies.

What all these upgrades will do is provide a more resilient, cost-effective phone system to better serve our customers' and our employees' needs.

## **MANAGER'S MEETING**

Every few months, in an effort to rally the team and make sure we're keeping the lines of communication open, we assemble all 39 of our agency managers here at the Trenton Office Complex to discuss what's going well and what areas could stand to see improvements. Many ideas and policies may come out of the TOC, but we also get plenty of input and ideas that originate from the field. And it's our agencies of course that serve as a litmus test for the vast majority of the initiatives that we put into motion.

I'd say our December meeting was an all-around productive one, and as many of you could have guessed, largely revolved around discussions on REAL ID and how to improve our customer service.

## PIVS

One of the most effective tools we have for communicating directly with our customers is our Public Information Video System – called PIVS – those overhead television sets with revolving messaging that you see in our agencies. We're looking to these flat screen, high definition monitors as we build up and diversify content that targets customers in queue with some of our important messaging. We've started out with a bilingual "Welcome" or "Bienvenido" video.

We have plans for more messaging going forward. Under consideration are campaigns like our online "Skip the Trip" services. For starters, we've put up a subtitled :15 second version of our popular **REAL ID** commercial in both English and Spanish. While it has the capability to carry audio, the PIVS system doesn't use sound because of the distractions that would create in the agencies. So these are silent, subtitled versions of the **REAL ID** commercial.

## ANNUAL REPORT

We've completed our 2019 Annual Report, and as you might expect, much of the focus is on **REAL ID**.

The Report - which we prepare by statute for the Legislature each year and is available on our website - gives us a great opportunity to reflect on the progress we made over the course of the year. This year, we reflect on how the Commission turned meeting the federal **REAL ID** deadline into an opportunity to improve the Commission with many, many strategic upgrades that prepared us to deliver **REAL ID** without compromising customer service.

Ken Ruiz, Wanda Silva, Jim Hooker, and the whole Comms team delivered an eye-catching and substantive report that I encourage all our stakeholders to read.

## YEAR-END VIDEO

We went beyond the standard Annual Report, though, to reflect on the many accomplishments of our NJMVC team last year.

With so many unprecedented changes, I set out toward the close of 2019 to ask the Strategic Communications team to visually chronicle these groundbreaking ventures in a year-end video.

And yes, this video highlights our operational achievements, yes. But at the same time, we captured many of the employees – from management, to the frontlines, to the behind the scenes personnel – who are the drivers behind each of these success stories. So it's about the people as much as the projects.

Let's give credit where credit is due – to our team members.

Here's how we saluted our past, and a record-breaking 2019, here at the MVC.  
Thank you for your attention, and with that we'll move on to the next order of business for the Board.

The following Agenda Items were presented for approval:

**Minutes: December 10, 2019.** 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, including December 10, 2019. Board Member Orcutt moved the resolution Manager Paul Sprewell seconded it and it was unanimously adopted. Board member Amy Mallet abstained.

**2002-01: AUTOBUS AND TROLLEY READOPTION**

The Motor Vehicle Security and Customer Service Act, P.L. 2003, c.13, as the enabling statute that created the New Jersey Motor Vehicle Commission (MVC), and as amended by P.L. 2007, c.335 and by P. L. 2009, c.298, assigns to MVC the duty to promulgate regulations affecting various programs, including these Readoption Amendments of Autobus and Trolley.

Approval of this item will authorize the Chair to file the readoption with the Office of Administrative Law (OAL) as a proposed readoption regulation. MVC Board Chair and Chief Administrator Sue Fulton has adopted a policy that readoption rules are to be provided by the New Jersey Motor Vehicle Commission as a courtesy to inform the public about pending rules. This version is not the official text of the proposal and may differ from the official published text. The official text of the proposal is published in the New Jersey Register issue for the date indicated. Should there be any discrepancies between this version and the official version of the readoption proposal, the official version will govern. All comments to the proposal must be made consistent with instructions provided with the publishing of this proposal in the New Jersey Register.

Richard Delmonaco from our Legal and Regulatory Affairs presented the Proposed readoption. Board Member Mallet moved the resolution, Department Designee Paul Sprewel (DOT) seconded it and it was unanimously adopted.

**Legislative Report.** A briefing was provided by Director Chris Hillmann, as follows:

*This Legislative Report provides a summary of key legislative activity being tracked by the Motor Vehicle Commission (MVC) since the December 10<sup>th</sup>, 2019 MVC Board meeting.*

**A-1477:** Establishes Statewide Hit and Run Advisory Program to facilitate apprehension of persons fleeing motor vehicle accident scene; designated as "Zackhary's Law."

**A-3890:** Imposes motor vehicle penalty points for certain violations of "move over law"; establishes public awareness campaign; designated as "Slow Down or Move Over, It's the Law Act."

**A-4743:** Creates two categories of driver's licenses and identification cards; allows residents unable to prove lawful presence in US to receive permits, and standard driver's licenses or identification cards; permits MVC to increase certain fees.

**A-5344:** Establishes uniform standard for acceptable proof of veteran status for veteran's ID cards and various State and local programs.

**S-589:** Requires Secretary of State to establish secure Internet website for online voter registration; authorizes use of digitized signatures from New Jersey Motor Vehicle Commission's database.

**S-721:** Authorizes use of certain electric school buses.

**S-1080:** Concerns driver's license suspension for certain crimes and offenses.

**S-1508:** Eliminates motor vehicle surcharges following retirement of bonds and debts tied to surcharges.

**S-2850:** Requires board of education or school bus contractor, within one business day of notification that school bus driver's license is suspended or revoked, to verify to DOE that driver is no longer operating school bus.

**Public Comments:**

No Public Comments on Agenda Items

**Board Secretary Comments:**

None

**Board Comments:**

Board Member Walter Orcutt told everyone to keep up the good work  
Board Member Steve Scaturro- Welcomed Amy, and welcomed to a great group  
Director Jim Fruscione (Dept of Treasury) echo compliments on performance  
Director Eric Heitmann, Highway Traffic Safety and Director Paul Sprewell - Welcomed Amy  
Board Member Amy Mallet- it's an honor and privilege to be here and look forward to working with MVC. You're all doing an amazing job and thank you for your hard work.

**Adjournment:**

Since there was no further business, a motion to adjourn was made by Board Member Walter Orcutt and seconded by Board Member Mallet and unanimously adopted at 2:50 p.m.