

Driving New Jersey Forward

Governor Christie Announces Efforts to Enhance Customer Experience at MVC Agencies

Governor Christie remains staunchly committed to streamlining the approximately 24 million transactions processed by New Jersey Motor Vehicle Commission (MVC) agencies annually and today announced additional initiatives to reduce wait times and improve customer service delivery across all MVC agencies.

MVC is constantly exploring ways to enhance the customer experience, reduce time spent in the agencies, and handle transactions more efficiently. During the Christie Administration, MVC has implemented several noteworthy reforms designed to improve the customer experience:

- **Skip the Trip:** Skip the Trip allows residents to renew their license or ID by mail if the picture has not expired, which has enabled 1.4 million residents to renew their licenses without the need to go to an agency every four years. Over 600,000 drivers, which is 79% of all renewals, will be eligible for Skip the Trip between now and December 2016.
- **Agency Construction and Renovations:** Six new agencies have been constructed and 10 agencies expanded or renovated to improve and expedite the customer experience. In addition, construction is underway or scheduled to begin at agencies in Oakland, Washington and Wayne to better accommodate MVC customers.
- **Motor/Voter & Organ Donation:** MVC has facilitated the ability for customers to register to vote or become an organ donor by incorporating the process into its agencies' electronic signature pads.

Back to Basics – Customer Service 101

Earlier this year, Governor Christie announced an additional customer service training requirement for MVC employees. Over the next year all MVC employees will participate in a training course designed to reinforce fundamental customer service skills, such as active listening, effective communication and conflict resolution. All MVC executive and senior staff, Agency Services Coordinators, Regional Managers and Agency Managers have already received enhanced customer service training. Customer complaints are currently being tracked by region, which allows the MVC to more quickly identify trends in areas needing improvement in specific agencies or geographical areas of the state.

Streamlining The Process And Expanding Customer Options

The initiatives announced today include new proposals and improvements to existing programs intended to improve customer service delivery and reduce wait times across MVC agencies:

Amending Driver's License And Registration Expiration Dates: Governor Christie is calling on the legislature to pass a bill that would change expiration dates from the last day of the month to drivers' birthdays. This simple amendment is anticipated to reduce agency wait times by spreading out customer transactions more evenly over the entire calendar month.

Online Transaction Fee: MVC will eliminate the current applicable online transaction fees by October 1st. The elimination of these fees is expected to reduce wait times by further encouraging customers to utilize MVC's online tools in lieu of agency visits.

Utilizing AAA for Registration Renewals: MVC is working with AAA to expand customer access through certain AAA offices.

Central Issuance: MVC has started the process of converting to a central issuance system, in which MVC will issue IDs from a central location rather than through individual agencies, which will reduce transaction times and ensure maximum security throughout the process.

Express Driver's License Process: To reduce the time of license renewal transactions, many agencies have implemented a driver's license express process, which allows customers to bypass the ID check stations and get in line at the Enhanced Digital Driver License counters.

Ongoing Online Enhancements: MVC regularly updates agency wait times and identifies low volume agencies on the MVC website. Scheduling driver tests and suspension/restoration appointments is also available through MVC's online services.

Mobile MVC Agency: In early 2017, MVC will launch two mobile agency units, which will effectively become the 40th and 41st agencies in the state. The mobile units will be able to perform all transactions that existing agencies can with the exception of driver testing and titles. They will be deployed in the event of unforeseen agency outages and will also be utilized to service specific needs of varying populations.

Additional Enhanced Digital Driver's License Cameras: MVC has increased the number of Enhanced Digital Driver's License (EDDL) cameras in 10 of its busiest agencies. These additional cameras have been installed in Bakers Basin, Springfield, East Orange, Turnersville, Somerville, South Plainfield, Edison, Rahway North Bergen and Wallington.