

June 4, 2020

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 Held virtually today June 4 2020

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Hillmann", written in a cursive style.

Christopher Hillmann
board secretary

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 via TEAMS and conference call on Thursday, June 4, 2020.

Present:

B. Sue Fulton, Chair and Chief Administrator

Amy Mallet, Board Member

Diane Legreide, Board Member

Stephen S. Scaturro, Board Member

Walter Orcutt, Board Member

Hannah Good, State Treasurer Designee

Eric Heitmann, Director of Highway Traffic Safety and Attorney General Designee

Paul Sprewell, Transportation Commissioner Designee

Governor's Authorities Unit Associate Counsel Joy Johnson and Deputy Attorney General Jennifer Jarembak participated.

Chair B. Sue Fulton convened the Open Session at 2:00 p.m. in accordance with the Open Public Meetings Act.

Agenda Approval. Board Member Steve Scaturro moved to accept the proposed agenda, Diane Legreide Board Member seconded the motion and it was unanimously adopted.

Chair's Report

The Chair then presented this report of key activities since the February 2020 MVC Board Meeting:

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

First off, on April 1, one of the shining stars of my executive staff, Donna Pennabere, hung up her TOC badge and bid farewell to the Commission after 16 years of outstanding service. Donna did an extraordinary job as our Deputy Administrator of Safety, Inspections, and Business Operations, overseeing complex and critical parts of our business that don't often get much attention. She served the MVC for nearly two decades. Starting as a Contact Center Manager after extensive private sector experience, she held management roles of increasing responsibility. She's been there to help the MVC through challenging times and revolutionary change, and she's been a knowledgeable and resourceful colleague whose counsel is going to be greatly missed by myself personally and the entire MVC team. I know I speak for us all when I say we already miss her quick wit and sense of humor, and especially, her singing.

Donna's successor as our new Deputy Administrator of Safety, Inspections, and Business Operations, is Jim Walker, who worked under Donna in our bustling Business and Government Operations division. Jim has been a steady presence here at the MVC for 13 years. During that time, he's shown himself to be an excellent leader and project manager, implementing many improvements.

Jim serves on the Board of IRP, the critical organization that administers international truck registration. He also represented us on the AAMVA working group for Internet vehicle sales, which produced important policy recommendations to the membership.

He's exceptionally well qualified to serve as our new Deputy Administrator of Safety, Inspections, and Business Operations and we are very excited to have him in this new position.

And don't worry Jim, the job doesn't require you carry a tune.

Congratulations, Jim!

Moving on to REAL ID

Prior to the COVID-19 public health emergency, all agencies were REAL-ID compliant. Before we closed March 15, we had a record week for REAL ID, issuing 7,934 REAL IDs, a week-to-week increase of an astounding 38% - representing hitting our stride in an exponential growth curve.

Unfortunately, REAL ID requires an in-person visit, so we have not issued any since then.

Nationally, due to COVID-19, the REAL ID deadline was pushed back one year to 10/1/21.

During Closure

During the agency closure, MVC has continued essential operations.

That includes

- maintaining commercial driver and vehicle status to support necessary supply chain activity;
- identifying and extending scheduled suspension actions, and restoring individual and commercial licenses, so that essential workers and caregivers can remain mobile;
- updating and improving our online operations to enable more remote transactions;
- developing new processes for transactions that require face-to-face interaction (currently suspended), but provide much-needed mobility to individuals and families;
- supporting road testing and inspections for NJ Transit, DOT, and other essential vehicle operations;
- conducting needed maintenance and repairs in our facilities to make re-opening and future operations easier for our employees; and
- responding to inquiries from the public.

We expanded Work-From-Home opportunities to keep our worksites safe. To date, onsite staff on any given day is 7-9% of our total workforce, and 13-19% of TOC workforce.

We added commercial registration renewals to our online services for customer convenience, and extended grace periods for the most common renewal transactions.

Even though expiration dates have been extended, Online License renewals & replacements are up 160%.

Online Registration renewals & replacements are up 80%. This is great news for re-opening because more people are learning to do their transactions online instead of in-person.

We've assisted over 60,000 motorists with suspended license cases, done over 17,000 registration and title transactions, and validated about 500 permits.

Our great Facilities team has been working exceptionally hard. We've done extensive work on our agencies and other facilities; every agency and road test operation was thoroughly cleaned and sanitized within a few weeks of closure, and they caught up on much-needed repairs and maintenance.

Then they set out to prepare us for re-opening in a COVID-19 world. Huge hat-tip to Sal Panico, who came to us with his proposal for internal construction of Plexiglas barriers for all our counters. The teams were out retrofitting all agencies & road testing facilities with a variety of new Health & safety measures to help enforce social distancing, and are now complete in 39 agencies and 14 road testing facilities:

- Plexiglas barriers at customer stations to separate customer from employee;
- Custom clear plastic barriers between employee stations;
- Floor tape and stanchions to indicate six-foot spacing in lines, starting from the door, and proper spacing at counter;
- Waiting area chairs spaced six feet apart, with floor markings to show proper location.
- We've established new maximum customer capacity, based on proper social distancing, and posted signs to that effect.
- Where possible, the entrance will be through a different door than the exit.

In addition, to help maintain proper hygiene and prevent transmission:

- "No-touch" hand sanitizers have been installed at customer entrances and in employee areas.
- Hand sanitizer packets will be provided to employees to distribute at high-touch stations.
- Hand sanitizer will be provided at every station; wipes will be available.
- In state-owned agencies, we've upgraded our HVAC systems from MERV-8 to MERV-13, and installed new UV lighting and anti-bacterial coil cleaning.

We hope to be announcing our re-opening plans very, very soon.

I could not be prouder of the extraordinary work of our team during this challenging time –

- by Facilities, as I've mentioned;
- by IT, which has not only steadily expanded our online services, but also worked on the text notification system and made major advances in other projects that will improve service;
- by our Coordinators, Compliance Officers, and Agency Manager Kim Harman, who became an Emergent Processing Group to handle registration and title processes through IT's innovative phone/email/mail process.

- and by Customer Information & Advocacy, Agency Helpline, and Compliance & Safety, all who have worked tirelessly to deal with too many angry customers and solve their problems throughout this time.

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:

2006-01: Motorcycle Safety Education Program (MSEP) Regulations - The purpose of these rules is to continue the Motor Vehicle Commission's Motorcycle Safety Education Course ("MEC" or "MSE"), to set forth the requirements for participation in and successful completion of the course, and to create standards for instructors, including public and private educational institutions, and New Jersey licensed new motorcycle dealers, which are approved by the Chief Administrator to provide the course. The provisions also include the Commission's continued reimbursement to providers of the MEC for certain expenses incurred while running Commission-approved motorcycle safety education and training classes. Joanne Sutkin of the Office of Legal and Regulatory Affairs, presented the Re-Adoption. Board Member Legriede moved the resolution, Board Member Heitmann seconded it and it was unanimously adopted.

2006-02: Central Issuance Regulations - The Motor Vehicle Commission (Commission) proposes the following amendments and new rules at N.J.A.C. 13:21-9, to utilize the practice of central issuance of licenses, non-driver identification cards, and permits, and also providing for the use of interim documents or in emergent cases, issuance of these documents at specified agency locations. Joanne Sutkin of the Office of Legal and Regulatory Affairs, presented these proposed amendments and new rules. Board Member Diane Legreide moved the resolution, Board Member Heitmann seconded it and it was unanimously adopted.

2006-03. Sami's Law Regulations - The purpose of the rules is to improve safety for consumers of prearranged ride services requested through a digital network. This rulemaking makes it easier and clearer for riders to confirm the identity of an Uber, Lyft, or other prearranged ride vehicle before the rider enters the vehicle. Joanne Sutkin, of the Office of Legal and Regulatory Affairs, presented the Final Adoption. Board Member Mallet moved the resolution, Board Member Legriede seconded it and it was unanimously adopted.

2006-04. Human Trafficking & Lifetime Ban from CDL - Recent changes to federal law impose a life disqualification upon holders of commercial driver licenses (CDL) who are convicted of a felony involving "severe forms of trafficking in persons." The life disqualification applies if the license holder or applicant used a commercial motor vehicle (CMV) in the offense. Joanne Sutkin, of the Office of Legal and Regulatory Affairs, presented the Proposed Amendment. Board Member Orcutt moved the resolution, Board Member Legriede seconded it and it was unanimously adopted.

2006-05 – Status Neutral Licensing Regulations

The Motor Vehicle Commission (Commission) is responsible for ensuring that all New Jersey residents who are of legal age to drive and are driving New Jersey's roads are properly trained, tested, licensed, and insured in accordance with New Jersey laws. The Commission's regulations list the requirements for the issuance of driver licenses, permits, and non-driver identification cards. P.L.2019, c.271 declared that the State could improve roadway safety and automobile insurance coverage by making driver licenses and permits available to any safe driver irrespective of immigration status who meets all of the requirements relating to the driver's ability to safely operate a motor vehicle, and who provides proof of identity, qualifying age, and New Jersey residency. Director Kate Tasch, of the Office of Legal and Regulatory Affairs, presented the Proposed Amendment. Board Member Legriede moved the resolution, Board Member Orcutt seconded it and it was unanimously adopted.

2006-06 – Final adoption of Ignition Interlock Installation

to revise the penalties for operating a motor vehicle under the influence and expand the use of ignition interlock devices to deter drunk driving and enhance public safety. The proposed amendments implement the provisions of the Act that expand the use of ignition interlock devices, specify the conditions necessary for removal of the ignition interlock device (also referred to in the rules as a breath alcohol ignition interlock device, or BAIID), and mandate new reporting requirements regarding the installation and use of ignition interlock devices. Megan Mazzoni, of the Office of Legal and Regulatory Affairs, presented the Final Adoption. Board Member Heitmann moved the resolution, Board Member Mallet seconded it and it was unanimously adopted.

Public Comments:

No Public Comments on Agenda Items

Board Comments:

- Amy Mallet – Expressed thanks and congratulations for all the hard work put in by MVC during the closure.
- Diane Legreide – Wished MVC luck with re-opening, keep up the good work
- Eric Heitmann – Echo sentiments of others, thanks to Board secretary for putting together meeting and sending documents. Great job by Chief and Bob Porreca for work on the Autonomous Vehicle Task Force. Glad to see Motorcylce Education Safety Fund and Interlock regulations move forward. Great job Kate, Megan and Joanne from the MVC Legal team.
- Hannah Good – Thank you for all your work and good luck with re-opening.
- Paul Sprewell – Impressive use of technology. We've accomplished a lot in a short time.

- Stephen Scaturro – thumbs up!

- Walter Orcutt – Thanks and best wishes. Moving forward will be challenging, confident MVC staff is up to the task.

Adjournment:

Since there was no further business, a motion to adjourn was made by Eric Heitmann and seconded by Amy Mallet and unanimously adopted at 2:43 p.m.