



EXECUTIVE SUMMARY

NEW JERSEY MOTOR VEHICLE COMMISSION CUSTOMER SERVICE

July 1, 2016 to February 28, 2019

We found the New Jersey Motor Vehicle Commission (MVC) customer service operations could be more efficient if improvements are made to the Agency Compliance Unit, mobile units, and the complaint process.

AUDIT HIGHLIGHTS

- The Agency Compliance Unit (ACU) is responsible for monitoring the overall operations of the 39 MVC agencies. The ACU officers determine and prepare their own weekly schedules which are submitted for approval one week in advance. All assigned agencies are expected to be visited at least once per week. We found that the MVC has not established standard operating procedures for the ACU and does not adequately monitor or utilize the work performed by the unit to potentially improve agency operations. Furthermore, the MVC has no procedures in place to verify that each officer was actually present at his or her assigned agencies on the required days in accordance with their weekly schedules.
- The MVC operates two mobile units which became fully operational in December 2017. As stated in the MVC 2017 Annual Report, the primary purpose of the mobile units is to “increase customer convenience by bringing essential MVC services directly to motorists all around the state.” The MVC could not provide a strategic plan or standard operating procedures for their mobile units operation prior to deployment, and neither has been developed to date. As a result, the mobile units have not been efficiently utilized for their primary intended purpose of bringing essential MVC services directly to motorists statewide. Since their original deployment, the mobile units have reported on a regular basis to the Edison and Rahway agencies to alleviate increases in customer volume resulting from the closing of the South Plainfield agency. Since the re-opening of the South Plainfield agency in May 2018, however, the mobile units have only conducted four scheduled events collectively as of February 26, 2019 as they have continued to predominantly report to Edison and Rahway.
- The MVC Agency Services section received 594 customer complaints between July 1, 2016 and August 30, 2018. We found that the MVC did not establish standard procedures over the complaint resolution process until November 2018. As a result, there was no process in place to adequately track complaints and monitor them for proper resolution prior to this time.

AUDITEE RESPONSE

The commission generally concurs with our findings and recommendations.

For the complete audit report or to print this Executive Summary, click [here](#).