Good morning, Chairman Schaer and members of the committee. Thank you for giving me the opportunity to address the committee about the New Jersey Motor Vehicle Commission’s (MVC) recent success and our plans for the year ahead.

**Skip the Trip and Online Services Campaign**

Since the 2012 launch of our Skip the Trip program, the MVC processed 1,324,874 mail-in renewals as of March 31, 2016. That is over 1.3 million people out of the lines at our agencies.

To add to this convenience, from February through March 2016, the MVC created an ad campaign to remind our customers that there are more than 21-plus online services that can be easily completed via our official website. In fact, we are seeing upwards of 5,000 more online transactions per month during this campaign. We plan on continuing our efforts to add
secure and convenient transactions to our website as new technologies allow us.

**JustDrive.com**

Last year, the MVC set out on a mission to educate the public about the dangers of talking and texting on a hand-held device while driving. I am pleased to report that our motorists are starting to listen. Since the launch of the JustDrive.com awareness campaign, there has been a 28% reduction in violations issued for this dangerous behavior.

In 2013 and 2014, approximately 80,000 violations were issued in New Jersey for using a hand-held communication device while operating a motor vehicle. However, in 2015, that number was reduced to slightly more than 57,000. That means nearly 2,000 fewer violations are being issued each month throughout the state. While these are signs of progress, there is still much work to be done, as we all still see offenders on the roads each and every day. So this campaign is on-going.
This awareness effort has been solely paid for by monies raised directly from violators, as mandated by the legislation for public education. This year’s outreach campaign includes, but is not limited to…

- A school outreach program
- Strategic sponsorships and advertising placements
- Continued public engagement

**Nikhil’s Law**

In August of 2015, Acting Governor Kim Guadagno signed "Nikhil's Law" (A-1781) at the MVC’s Randolph Agency to emphasize to new drivers the importance of following the State’s motor vehicle traffic laws and the tragic consequences of failing to do so. The bill was named for 11-year-old Nikhil Badlani, who was killed in a car crash in 2011 when another car failed to stop at a stop sign. In the bill it was stated that the MVC would provide a pledge for motorists to affirm that they will adhere to traffic laws, including coming to a complete stop at a stop sign. This pledge can be found in our agencies, on our driver’s license exam and on the MVC’s website…..www.NJMVC.gov.
CDL and CDLIS Updates

The Federal Motor Carrier Safety Administration (FMCSA) has amended commercial driver license (CDL) standards. Starting July 8, 2015, the MVC implemented a new commercial driver skills test as required by the FMCSA. This regulation is referred to as the 'CDL Permit Rule' and mandated compliance on July 8, 2015.

The MVC began the issuance of a Commercial License Permit, or CLP. This secure permit is similar in look and design as our current Enhanced Digital Driver’s License.

At the start of 2015, there were 10 sites providing CDL testing throughout the State. Due to new skill testing maneuvers, three sites were deemed inadequate to handle the larger course. Eight sites were modified and upgraded to accommodate the new testing requirements. This required:

- Moving and/or rerouting automobile and motorcycle testing
- Paving each site
- Painting new courses (CDL, auto and motorcycle)
Agency Construction and Renovations

The MVC also made modifications to our other facilities this year with major upgrades to our Eatontown and North Bergen agencies. There is still some work left to be done in Cherry Hill and West Deptford, but they are on track to have modern, customer-friendly facilities in the next few weeks. Additionally, our Vineland and Rio Grande offices were relocated to new leased spaces. These upgrades were designed to enhance employee service capabilities and improve customer experience. We also have the following facilities improvements on the horizon:

- Expansion of the Washington and Oakland Agencies
- A new Wayne Agency built on state property and a proposed new agency in Delanco

State’s Emissions Inspection Program

To meet both cost-saving needs and make the most out of advancing technologies, the MVC is making changes to our inspection program, which also will mean improved customer service.

The changes will eliminate the previously mandated tailpipe emissions testing, while maintaining the On-Board Diagnostics Testing (OBD) for
passenger vehicles model year prior to 1996, and a small group of other vehicles. All vehicle re-inspections, as well as Commercial and Passenger Vehicle Transportation (PVT) will be directed to visit a Private Inspection Facility (PIF) for services.

We anticipate Treasury to award a new contract this spring.

**PIVs and Queuing**

A Public Information Video System (PIVS) will provide agency customers with information on MVC programs, safety messages and information from our state and federal partners. The PIVS vendor will receive advertising revenue to offset their hardware, software, and installation costs.

The Queuing System will monitor and manage customer volumes, and provides customers real-time access to wait times, and the ability to get in line via mobile technology and virtual queuing. The FY2016 queuing budget allocation is $1.750M for hardware, software, and installation. On-going maintenance is expected to be $521,104 annually. Currently we are in the pilot phase with equipment in Bakers Basin, Edison and Rahway.
Organ Donor and Motor Voter Signature Pads

With regard to organ donation, I am honored to once again be able to say that the MVC is still the largest source of donor registrations in the State and this year we have set a new record.

According to the NJ Sharing Network, organ and tissue donation in the State of New Jersey reached a record high in 2015, increasing to 37%. In addition, 97% of individuals who register to become an organ donor do so through state motor vehicle departments. The MVC’s organ donor registry, as well as public education and strategic partnerships, have led to the largest year in this life saving endeavor. We offer a streamlined organ donation registry on our website, include resources for would-be donors in all our renewals, and include organ donation information, and promotional links appear on many of our other documents.

Also, through a joint effort between with the MVC and the Department of State’s Division of Elections, the MVC encumbered $909,000 for the Voter Registration/Organ Donor customer-facing signature pads. We have just finished installing these signature pads at all of our agencies to display the prompt questions directly to the customers regarding their voter registration
and organ donation wishes. This puts it squarely in the customers’ hands, thus ensuring the accuracy of their intention of both organ donor and voter registration. In the past year, 64% of new voter registrations came from the MVC.

REAL ID

The REAL ID Act enacted the 9/11 Commission’s recommendation that the Federal Government “set standards for the issuance of sources of identification, such as driver’s licenses.” In January of this year, New Jersey was granted an extension by the U. S. Department of Homeland Security (DHS) that allows us to continue working through October 2016 to become compliant with federal standards. However, the State may apply for another extension beyond October 2016. If the State receives another extension, New Jersey licenses will continue to be accepted at federal facilities and as identification to board commercial airlines. New Jersey is implementing information technology changes needed for REAL ID compliance, and is promulgating necessary regulatory changes to comply with the REAL ID Act. We are on track and intend to demonstrate to the DHS that we are making significant progress toward compliance. We intend to offer customers a choice, having a REAL ID compliant driver’s license or
a non-REAL ID driver’s license. The DHS will fully enforce REAL ID in January 2020.

**Closing**

During the past year we have faced many challenges, but with a strong and dedicated team, and the continued support of the legislature, we have been able to continue making progress in our goals of improving customer service, safety and security. I am looking forward to continuing our efforts to keep the MVC well positioned to effectively serve our customers in the years to come. I want to thank Chairman Schaer and members of this committee for the opportunity to testify today. I am happy to answer any questions you may have.