

## **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 Tuesday February 9, 2021.

### **Present:**

B. Sue Fulton, Chair and Chief Administrator  
Vice Chair Sue Pigula - DOT  
Amy Mallet, Board Member  
Diane Legreide, Board Member  
Walter Orcutt, Board Member  
Eric Heitmann – AG  
Jim Fruscione – Treasury

**Absent:** Steve Scaturro – Board Member

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

Chair B. Sue Fulton convened the Open Session at 2:02 p.m. in accordance with the Open Public Meetings Act.

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

### **Chair Remarks, 2/9/2021**

Thanks to all our Board members who were able to attend our special meeting in January. We continue to advance our work on licensing without regard to immigration status, and hope to have additional resources available online in the very near future.

I want to take a moment to say a few farewells – two joyful and one extremely sad.

Director of Compliance and Safety El-Rhonda Williams-Alston has accepted a position in the Department of Corrections. El-Rhonda came here in 2018 to lead that department, and we are very grateful for all her work in supporting customers in resolving suspensions and getting back on the road. We wish her the best of luck in her next adventure!

And Director of Facilities Angela Sperrazza has called it a career, retiring after 40 years of service with the State of New Jersey, the last 17 of which were here at Motor Vehicles. Angela left us on a high note after leading a Facilities team that did unparalleled work taking the MVC through the uncharted waters of the COVID-19 pandemic. The team built custom-made partitions for our agencies and headquarters, did deep cleanings in agencies, and installed advanced, germ-killing UV filters in HVAC systems to name a few improvements; this as they delivered countless PPE supplies for our employees – all while continuing to carry out their day-to-day responsibilities. As I mentioned at a Governor's press briefing back in September, the fact that no COVID transmissions have been traced back to MVC workplaces is a tribute to the great work done by our Facilities team, led by Angela. Hers will be big shoes to fill.

Finally, it is with tremendous sadness that we mourn the loss of Sam Paden a beloved figure here at the Trenton Office Complex, who passed away on January 30<sup>th</sup> at the far-too-young age of 58 years

old. Sam had been with the MVC since 1982, last serving as a coordinator in Title Records in the Security, Investigations & Internal Audit Unit. She was known to all she came in contact with as not only a top-notch professional, but also a loving woman with a big heart. Her Director, Trish Littles-Floyd, said Sam was a “go-to” person for the Unit who could always figure out the missing piece to the puzzle. Just as importantly, Trish recalled that Sam had a “mom-ness about her” with that huge heart and was welcoming to everyone she met. We will miss Sam and our thoughts and prayers go out to her friends and loved ones at this difficult time.

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Moving to our ongoing operations during the COVID-19 pandemic...

We experienced a huge end-of-year rush of people showing up at our Centers, many of them unaware that their transaction should have been done online or by appointment. However, since that was resolved, our operations are now managing volumes very effectively, with only a few areas remaining to be addressed.

To remind you, as if you needed reminding... In 2020, Motor Vehicle agencies were closed for four months. If we had continued to do business in the same way, we would have had to increase our agency capacity by +50% just to catch up by March 15, 2021.

Instead, we transformed the way we do business. And despite strict COVID-19 guidelines that require frequent quarantine closures, we have resolved the backlog, and our lines at agencies are shorter than they were prior to the pandemic.

In 2019, we did about 10.4 million transactions. In 2020, we did 9.2 million, a decline of only 11%, despite a four-month total agency closure and multiple individual closures for COVID-19.

In one 15-week period in the fall of 2020, we processed over **4M transactions – 258k/week – a record number, and a full 30% higher than 2019’s average** – to reduce the backlog enough to move to an appointment-based system.

In 2019, most of our transactions were done in person at our agencies.

In 2020, that number was down to 27%.

- 77% of license renewals were done in person at our agencies. Today, that number is 15%.
- And in 2020, fewer than 10% of registration renewals were done in person.

Appointments are available for all in-person transactions except first-time licenses and permits, and name changes.

License plate drop-offs can be done at the door with no wait, with dedicated drop-boxes available at many locations to make that easier.

We are meeting the demand for appointments in all categories except license renewals, which too many people are still scheduling when they should be doing their transaction online – and a fix is in the works.

And in the coming weeks, we will make appointments available for new licenses and permits.

COVID-19 quarantine closures do require us to cancel appointments. We do our best to accommodate customers whose appointments have been canceled more than once. However, most transactions don’t require an in person visit, much less an appointment.

Our biggest problem is that, while we have transformed the way we do business, our customers haven’t caught up: too many people are coming to our Licensing Centers and waiting outside in the cold for transactions that they can do online or by appointment – as many as half of customers standing in line don’t need to be there.

So we continue to emphasize that CUSTOMERS SHOULD ALWAYS CHECK NJMVC.GOV before going to a Motor Vehicle agency.

I imagine you’re tired of me getting up here to brag about our progress. But this MVC team has performed well beyond expectations, stepping up to enormous challenges, serving customers who

are not always pleasant, all in an effort to serve their communities. They make me proud every single day.

And with that, let's return to our agenda.

**Minutes: January 15, 2021.** 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, by approving the Minutes of the MVC Board Meeting of January 15, 2021.

Board member Heitmann moved the resolution, Board Member Mallet seconded it. The resolution passed with all voting in the affirmative, and Walter Orcutt abstaining.

**2102-01 – Notice of Readoption without Amendments for Practices and Procedures Before the Division of Inspection Service Bus Unit.**

This is a Readoption. The effect of this item is to continue regulations as part of the Commission's practices and procedures of the Division of Inspection Service Bus Unit. The purpose of this Readoption is to continue current practices and procedures of the Division of Inspection Service Bus Unit. JoAnne Sutkin, of the Legal and Regulatory Affairs Unit, presented the Readoption. Board Member Mallet moved the resolution, Board Member Legreide seconded it and it was unanimously adopted.

**2102-02 – Final Adoption of Penalty Points for Out-of-State Moving Violations from Non-Driver License Compact States**

This is a Final Adoption. The effect of this item is to promulgate new rules as part of the Commission's penalty points regulations. The purpose of this Final Adoption is to set forth the procedure concerning penalty points from non-compact States. New Jersey law requires the Motor Vehicle Commission to assess penalty points against the driver records of New Jersey drivers for convictions of violations of the motor vehicle laws occurring in New Jersey, or another jurisdiction, pursuant to N.J.S.A. 39:5-30.6. Kate Tasch, Director of the Legal and Regulatory Affairs Unit, presented the Final Adoption. Board Member Heitmann moved the resolution, Vice-Chair Pigula seconded it and it was unanimously adopted.

**Public Comments: None**

**Board Comments:**

**Amy Mallet** – Enjoyed the report. Remarkable considering the obstacles. MVC impressive number of transactions speaks for itself.

**Diane Legreide** – Great report by Chief Fulton. Glad we are caught up. Continued good luck. Light at the end of the tunnel on COVID.

**Eric Heitmann** – none

**Jim Fruscione** – Echo sentiments. Electronic service model is exemplary.

**Sue Pigula** – Kudos as always. A lot to brag about after a year of virtual meetings.

**Walter Orcutt** - none

**Adjournment:**

Since there was no further business, a motion to adjourn was made Board Member Heitmann and seconded by Board Member Mallet and unanimously adopted at 2:22 p.m.