



Fiscal Challenges Also Present An Opportunity

With all of state government facing fiscal challenges, the MVC, like many departments, has done its part to seek out efficiencies and savings in all areas of its operations. While the MVC has had to make difficult decisions, which produced \$20 million in reductions for the coming fiscal year, our organization also sees this year's budget process as an opportunity to refocus efforts on core motor vehicle services. Through well-planned actions and carefully considered initiatives, we seek to dedicate our financial and operational resources to efficiently and effectively provide our customers with core services such as licensing and vehicle titling, registration and inspection.



Be alert Watch for motorcycles

Warmer weather brings with it thoughts of lazy summer days, long walks, beaches and lots of outdoor fun. But it also brings motorcycles, bicycles and pedestrians onto our roadways. This year, for the first time, New Jersey Motorcycle Awareness Month coincided with National Motorcycle Safety Awareness month in May. Utilizing federal grant dollars from the Division of Highway Traffic Safety, the MVC began the "Be Alert. Watch for Motorcycles" campaign. In its second year, the campaign has expanded to over 300 different bus route signs across the state, reminding drivers to "Be Alert," as well as sponsored Shadow Traffic ads and movie theater screen ads. It's important for all motorists and riders to look twice before switching lanes or turning – motorcycles often go unseen until it's too late. By taking an extra second, you can save a life.

responsibility for utility expenses and any new capital repair costs. In the future, customers will benefit from various technical enhancements including online viewing of wait times for facilities statewide and access to vehicle inspection histories and sticker information.

Award Winning MVC

Recently, I announced that the MVC was the recipient of five regional Public Affairs and Consumer Education (PACE) awards for communications-related efforts. These awards were presented by the American Association of Motor Vehicle Administrators (AAMVA), a nonprofit organization that represents the state and provincial officials in the United States and Canada who administer and enforce motor vehicle laws. AAMVA also recognized two internal MVC project teams and one individual with international and regional Customer Service Excellence (CSE) Awards.

The PACE Awards recognized MVC4U, our employee newsletter, the "Be Alert. Watch for Motorcycles" billboard, njridesafe.org, the MVC's motorcycle safety Web site, a fraud prevention poster and the MVC's marketing efforts to promote credit card transactions. The CSE Awards recognized the MVC's CDL Audit Team, the Driver Manual Revamp Team and Customer Advocacy Manager, Mary Rose Nelson.

Next Generation Inspection

With Treasury's signing of a new Enhanced Inspection/Maintenance (I/M) contract on May 4, the MVC has embarked on the next generation of its inspection program with Parsons Commercial Technology Group. Although a seamless transition from contract to contract is expected, the new contract provides many benefits, most importantly, a \$15 million annual savings over five years. This savings includes a per vehicle inspection cost that will decrease by more than \$7 as compared to the existing contract. Parsons will continue to have responsibility for the supply and maintenance of all equipment and software used to perform emission inspections, as well as maintenance and repair of the buildings and grounds of the inspection facilities. Parsons will assume



**No conversation is worth
a ticket or your life.**

Talking or Texting while driving is illegal.